



# Terra Technology

## Software Development Team Streamlines Their Development Process Using ProjectLocker

Beginning as a small software company with a distributed network of developers across the United States, Terra Technology has grown into a leading developer of Real-Time Forecasting (RTF) solutions for consumer goods companies.

### Challenge

Members of Terra Technology's development team often worked remotely without a centralized development system and spent a significant amount of time passing files back and forth via email each week. Documents were saved as a different version each time to keep track of the most recent and issue tracking was handled in Microsoft Excel.

**We selected ProjectLocker because the company provided 80% of our wish list for services at 25% of the cost compared to our second choice.**

**- David Byrne, Director of Engineering**

When David Byrne joined the firm as the Director of Engineering, he knew immediately that managing these activities manually was not a productive use of the team's time and could lead to an increased chance of errors. Byrne began looking for a cost-effective solution that would provide a set of managed services to augment the firm's development process.

### Solution

Byrne searched the Internet and reviewed referrals from a wide selection of companies before choosing to work with ProjectLocker, a premier provider of managed software development services. Terra Technology uses four of ProjectLocker's services: Source Control, Issue Manager, Document Management, and Web.

"ProjectLocker stood out to us because it was a hosted solution and it offered the breadth of services we needed," said Byrne. "After interviewing five companies we selected ProjectLocker because the company provided 80% of our wish list for services at 25% of the cost compared to our second choice, which is a high-end and well-recognized company."

Having a hosted service was important to Terra Technology because the company didn't want the development team spending time on basic IT maintenance issues that would take precious time away from their primary focus. In addition, because the team was geographically dispersed and often at client sites, Byrne was concerned that there would be a time when the system could go down and no one would be there to correct it. Having a hosted solution resolved these concerns.

Another benefit of ProjectLocker is that the service has no pre-set data limits, which means Terra Technology has the ability to share as many large files as needed without having to worry about unexpected charges on their bill.

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## Software Development Team Streamlines

### Their Development Process Using ProjectLocker

ProjectLocker's Issue Manager streamlines the process for tracking issues, noting feature requests and more. Before using ProjectLocker, Terra Technology used an Excel spreadsheet, which was time-intensive, error-prone, and difficult to manage. When a new release was being outlined, a staff member would spend two full days reading old specs to see what needed to be considered in the upcoming version. Now, by using ProjectLocker, Terra Technology never has to lose work time to research and track down enhancements for a new version of their products. The information is at their fingertips and staff can quickly and easily run queries to gather the needed data.

The Document Management System provides Terra Technology the usability and security it requires and saves the company a number of man-hours in the process. Noted Byrne, "With this system we can easily track changes made to each document and know which version is the most current. We can view the history of a document when we retrieve it, assign ownership, and determine who can / cannot have access to a document based on their role in the company. This service has proven the worth of its investment time and again for our firm."

## Results

ProjectLocker saves Terra Technology valuable time and money, allowing them to focus on their core competency - developing innovative supply chain software.

"I am sold on ProjectLocker! When asked why I would recommend ProjectLocker to another company, there is no doubt, it is because of the company's value, incredible response time and flexibility," said Byrne. "The ProjectLocker staff is very fast to respond to my needs, provides a range of problem-solving options when I encounter something that doesn't work the way I want it to and they are great about working around our company's schedule. For instance, when they have a system upgrade, they contact us to find out when it would be convenient to have them install the upgrade, and they don't even flinch if we request 2am PST! That is one-of-a-kind service we definitely benefit from."

**Our developers and consultants are collaborating in radically more efficient ways because of ProjectLocker. Even though we're a distributed company, we feel like we're all working in the same office, without having to fight over who picks the music.**

- Robert F. Byrne, Chief Executive Officer

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- David Byrne

### Benefits of using ProjectLocker

- Is a hosted solution
- Works in any browser
- Minimizes chance for development errors
- Streamlines issue tracking
- Provides fast response times
- Is cost effective