

# Large Enterprise Computer Services Company

## Introduction

This case study of a large enterprise computer services company is based on a May 2023 survey of 321 Gang customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“IBM Solutions and 321 Gang enabled us to create a world-class, comprehensive system/software engineering tool that supports a flexible SDLC with a high level of visibility to our clients. Our client is a very active user of ELM, for both visibility, data entry, and approvals.”

“321 Gang support has always been reliable and at a high level of IBM Rational product experience. We highly customize our use of ELM and 321 Gang has helped us immensely with doing that. Our only experience with hiring a labor resource from a different IBM Partner was a disaster and we didn’t get our money’s worth from it.”

“We have had nearly a decade of 321 Gang support on this project.”

## Challenges

What challenges were you experiencing with your previous solution before switching to IBM Rational/Engineering tools?

- Poor traceability between tools
- Fragmented information
- Inefficient collaboration
- Lack of project visibility
- Inconsistent processes

## Use Case

Which IBM Rational/Engineering solutions has your organization been using?

- Rational Team Concert/IBM Engineering Workflow
- IBM DOORS Next

What are your most important service needs when using 321 Gang services for IBM Rational/Engineering solutions?

- Mentoring
- Navigating IBM support
- Expanding adoption
- Implementation

## Results

What were the most valuable aspects/features of IBM Rational/Engineering solutions in your decision to choose these products over other solutions?

- End-to-end engineering management
- Integration with other tools
- Collaborative environment amongst IBM tools
- Scalability and flexibility
- Traceability
- Compliance and regulatory reporting capabilities
- Analytics and insights
- Partner support from 321 Gang

What benefits have you experienced after using IBM Rational/Engineering solutions?

- Improved productivity
- Improved quality
- Better decision-making
- Allowing us to establish a disciplined system/software engineering process from requirements provision to maintenance of deployed capabilities, with an auditable record of everything that got us to that point.

Confirmed that when looking to purchase licenses or get consulting support for IBM Rational/Engineering products, they are **extremely likely** to consider 321 Gang first.

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Large Enterprise**

Industry:  
**Computer Services**

### About 321 Gang

For over 17 years, 321 Gang has helped organizations improve their ability to design and develop Systems and Software in highly-regulated industries in order to achieve better business outcomes.

Learn More:

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