ALM/Quality Center

To innovate your business through software, ensuring application quality is more critical than ever. This doesn't mean achieving quality is easy, however. OpenText ALM/Quality Center serves as the single pane of glass for software quality management and enables rigorous, auditable lifecycle processes.

Product Highlights

Enterprises are turning from software consumers to producers and creating many new applications to innovate business digitally. To succeed in a competitive market, ensuring application quality is essential. Quality affects your digital business in several ways: brand reputation, business growth, competitive advantage, and customer experience. To give a few examples, users will quickly abandon a buggy mobile app, and your business growth will suffer. Launching a poor-quality business web site will lose customer trust and likely cause compliance issues. Without quality, any great initiative won't succeed. However, achieving quality goals is easier said than done. The challenges of inter-team alignment, complexity, visibility, and regulatory compliance make delivering high-quality software difficult.

OpenText™ Application Lifecycle Management (ALM)/Quality Center empowers you to meet these challenges. It helps you achieve high efficiency in testing and manage quality with a requirements-driven, risk-based approach, align people with processes, mitigate application complexities, automate manual tasks, and establish end-to-end traceability. Gaining a complete view across all releases and projects grants you insights that help informed decisions. Multiple deployment options, open integrations with common tools, and strong data control make ALM/Quality Center ideal for ensuring compliance and adapting to changes.

Key Features

Track and Consolidate Testing Efforts

A lack of coordination and visibility leads to unsynchronized teams and delayed releases. Plus the absence of centralized testing efforts across the business increases cost and testing time. You need a way to:

- Visualize and manage quality and testing processes.

- Drive cross-organization collaboration among analysts, QA, and developers.

ALM/Quality Center saves a large percentage of testing effort with automatic test execution and test result collection, reusable assets, and a shared library. It takes little effort to create reports and analyze data. ALM/Quality Center consolidates information from various sources and generates graphs and a dashboard. Using business process models and business process testing (BPT), you can see clearly if teams are correctly implementing business requirements. Leverage the traceability matrix to change and test the right part of your application. The risk-based quality management feature helps you focus on the most critical parts. These capabilities enable you to optimize limited resources.

The OpenText™ UFT One integration further boosts efficiency—granting automatic test creation from requirements and converting manual tests to automated ones. You will also gain a rich set of choices for testing tools, OpenText™ or 3rd-party, open-source or proprietary.

Key Benefits

- Track and consolidate testing efforts.
- Enable end-to-end traceability.
- Achieve transparency with analytics and reporting.
- Automate workflow and standardize processes.
- Adapt to highly regulated environments.
- Integrate across your enterprise ecosystem.

"ALM/Quality Center tracks and manages the entire testing process and defect management for us, and we introduced automation for 72 percent of all test cases."

JOSÉ JIMÉNEZ
SAP Delivery Center Test Management Lead,
IT Global Development Center
Japan Tobacco International

Enable End-to-End Traceability

Enterprise applications contain complex relationships among existing features, new requirements, and their associated artifacts. Without a way to keep track of these relationships, any change to the application requires a significant amount of work. This challenge makes measuring application quality more difficult because you have to identify what code to change and which tests to perform.

ALM/Quality Center provides comprehensive traceability to manage these relationships. You can use business process models to trace relationships between different requirements, and traceability matrix to trace from any requirement to its tests, defects, releases, and service desk tickets—and vice versa. These build end-to-end traceability throughout the application lifecycle, helping verify that requirements are met and identify the impact of changes.

Achieve Transparency with Analytics and Reporting

Testing doesn't equal quality. You need a holistic view of all application components across all releases. ALM/Quality Center drills down into individual projects and offers insights that assist your decisions.

ALM/Quality Center provides intuitive experiences to create holistic reports, such as:

- Aggregated project status metrics.
- Application quality metrics.
- Requirements coverage.
- Defect trends.
- Health reports for both an enterprise release (cross-project) and individual project view.
- Executive dashboard of KPIs.
- Graphs for discovering correlations, or anomalies.

Its analytics and graphing capabilities simplify status tracking, provide real-time insight, and reveal correlations and trends from historical and current data.
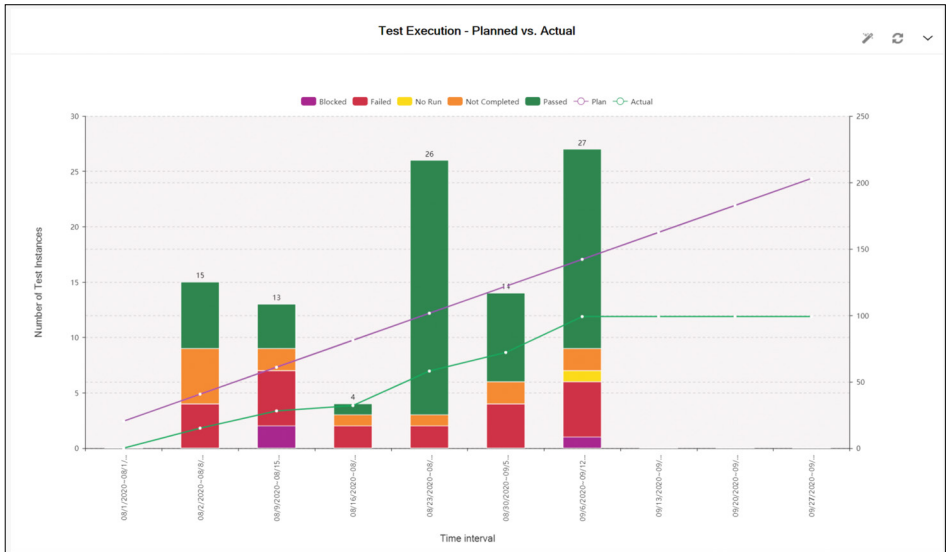

Figure 1. Example of ALM/Quality Center reporting

Besides built-in graphs, ALM/Quality Center features a graph wizard that helps users create custom reports and charts—without the need of scripting or query language expertise.

Automate Workflow and Standardize Processes

From planning through delivery, creating high-quality applications requires governance across teams and releases. Even the strongest development teams suffer quality setbacks and timeline slippage if inter-team dependencies are lost.

ALM/Quality Center provides a sound foundation for alignment by facilitating:

- A common release cadence
- Advanced dependency mapping
- Automated workflows
- Templates
- Library sharing
- Cross-project customization

You maintain a consistent way of working across your organization and synchronize all stakeholders with a unified data repository. The workflow controls change management, minimizing the risks of side-effects and human errors.

Adapt to Highly Regulated Environments

Managing application development in a highly regulated environment can be time-consuming, labor-intensive, and costly—especially with paper-based or manual processes. Auditors execute audits throughout the application development lifecycle against regulations and guidelines, such as 21 CFR Part 11, GAMP5, SOX, HIPAA, and GDPR to ensure that organizations follow the right processes and procedures required. Periodically providing detailed evidence of compliance is not a trivial task.

ALM/Quality Center helps you efficiently achieve compliance by enforcing processes, standards, and security. Creating audit reports is easy through end-to-end traceability, version control, baselines, automated audit trails, and detailed test results for each step. ALM/Quality Center secures sensitive product and project data with the right measures, such as:

- SSO authentication and API key authentication
- Role-based permissions
- Encrypted communication
- Data hiding when creating reports or graphs

These capabilities facilitate a fully traceable and auditable validation process using ALM/Quality Center and a OpenText or a third-party e-signature or e-approval solution on top. Sign off ALM entities electronically after every human interaction, such as rejection and approval. Meanwhile, you can leverage out-of-the-box add-ins to accelerate the implementation of compliance processes, including the GDPR Content Pack, e-Signature QuickStart Project, and SOX IT Assessment Accelerator.

Moreover, the offline testing its QoT (Quality of Things) client enables on portable devices empowers your users to perform tests in various places without ALM server connectivity, while recording test results and defects electronically.
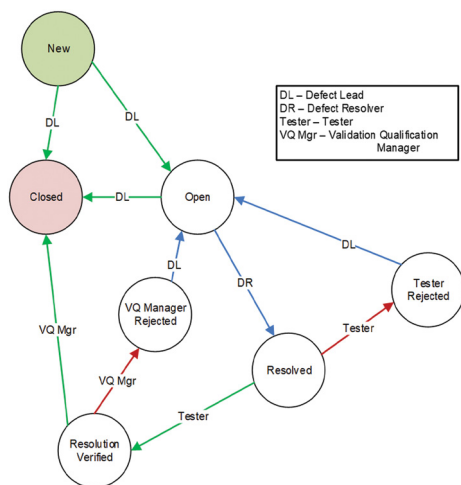

Figure 2. Sample defect workflow with ALM e-Signature

Integrate across Your Enterprise Ecosystem

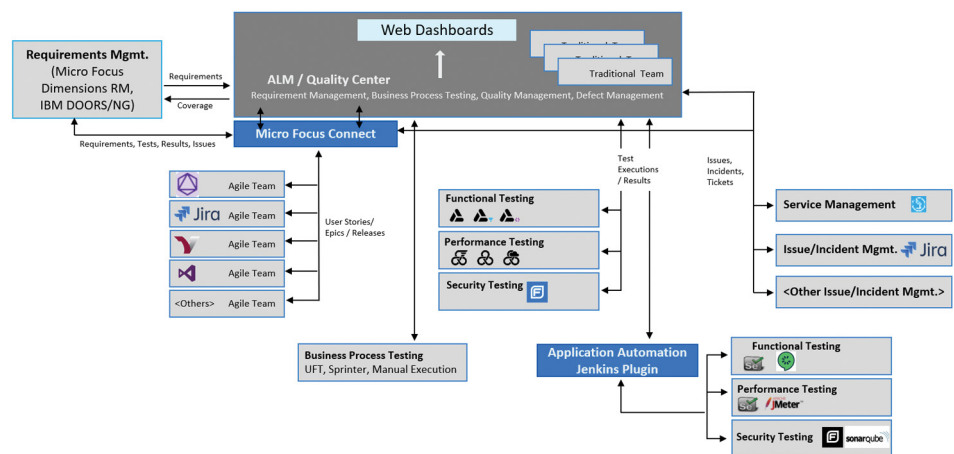In today's development ecosystem, it is critical for enterprises to seamlessly integrate various tools into a toolchain. Consolidating proper data from these tools into a central repository provides a complete and accurate picture of the lifecycle. You can then use this data to continuously improve. This process often involves integration at each stage of the application lifecycle.

ALM/Quality Center continues adding capabilities that support the solutions you use today—and tomorrow. It integrates with a wide range of open-source and proprietary tools from OpenText and third-party, including:

- Portfolio management and requirement management tools.
- Common Enterprise Agile Planning tools.
- Testing tools.
- Service management solutions.
- Collaborative software.

In the testing tool category, besides UFT One, OpenText™ UFT Digital Lab, OpenText™ LoadRunner Professional and OpenText™ Fortify, ALM/Quality Center also supports many third-party automation tools and frameworks, such as JUnit, NUnit, Selenium, Appium, JMeter, SonarQube, and even homegrown tools.

Additionally, OpenText Connect provides a single integration hub for data synchronization across teams, projects, and locations. Best of all, it's included with ALM/Quality Center.

Facilitate Agile and DevOps Transformation

If you are among the enterprises adopting Agile and DevOps practices, you know the transformation is gradual instead of overnight. You need a transition period where you can access both your traditional and Agile tools. Striking the right balance can make or break teams and projects during the process.

ALM/Quality Center works with OpenText™ ALM Octane to make the transition smooth. While the two products are similar in their quality focus, ALM Octane aligns Agile and DevOps development with testing processes to improve the flow of work throughout the software delivery value stream. The Test Run Injection allows you to leverage existing assets in ALM/Quality Center while using ALM Octane as the central hub for management. In short, you transition at the pace you want.

When you want to practice value stream management (VSM) to accelerate your Agile and DevOps initiatives, you have a smooth path to adopt our VSM platform—ValueEdge, which lets you leverage what you've invested

Figure 3. ALM/Quality Center integrations

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in ALM/Quality Center—data, testing assets and licenses.

Adapt with an Open and Secure Architecture

Being able to respond flexibly to business needs helps your organization stay competitive. There are numerous considerations when choosing a solution that can adapt to potential changes in scale, processes, and integration. ALM/Quality Center facilitates a customizable, scalable approach for enterprises. You can tailor it to fit the needs and standards of your business and scale it to handle an increase in projects, users, and tests. In addition, it is highly extensible with its REST APIs, covering user and administrator operations.

You also want to easily and securely manage access to sensitive lifecycle data while giving users a simplified way to manage logins. ALM/Quality Center supports single sign-on (SSO), API key authentication and importing users from an LDAP directory to help you achieve it. It also offers security measures to protect data integrity from unauthorized access and manipulation, and manages users with different security clearances to work on the same project without exposing sensitive data.

Flexible Deployment and Licensing Options

No two organizations are alike in how they want to consume or acquire their software. ALM/Quality Center has flexible options for deployment and licensing to suit any specific needs. You can deploy your way to minimize infrastructure maintenance and improve resilience.

While on-premises deployment gives you complete control of both infrastructure and the ALM server, it requires more effort to maintain. Business resiliency is mandatory and remote work has become normal. You may be considering moving to the cloud. After all, cloud solutions simplify infrastructure management and increase availability and scalability. ALM/Quality Center can run as a container or virtual machine on any cloud infrastructure (public or private) that meets the system requirements. OpenText also provides ALM/Quality Center on SaaS to let you kickstart deployment fast, minimize maintenance, and pay as you go.

Similarly, you have a variety of licensing options. You can choose between perpetual and term licenses. Or select the license type based on the functions your users need. The global concurrent licensing model offers flexibility and value to enterprises with distributed teams. The SaaS Flex model lets you pay as you go and make the best use of your money.

ALM/Quality Center Editions and SaaS Offerings

ALM/Quality Center provides several editions and SaaS offerings to meet different business needs. Whether small teams, individual projects, or a large cross-organization effort, you have options to help you gain the right functionality at the right cost.

Refer to ALM/Quality Center Editions and Offerings Comparison Chart for details.

ALM/Quality Center Services

Our services help maximize the value of your ALM/Quality Center and transition it to a state better serving your needs of cost reduction, efficiency boost, and strategic move.

- OpenText Software as a Service (SaaS)
- ALM/Quality Center to ALM Octane Migration Service
- E-Signature Implementation Service
- ALM/Quality Center Upgrade Service
- ALM/Quality Center Optimization Service

System Requirements

See online documentation.

Learn more at
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