

Critical Logic and RFTS™

**Exceptional visual requirements
deliver flawless applications for
salesforce.com.**

Situation

Salesforce.com's IT department provides project management and business analysis support for this world leading software-as-a-service company. There was no consistent approach in place for capturing requirements from business stakeholders or for determining that the requirements were being delivered in the software. As the strain of growth increased, this resulted in large numbers of missed/misunderstood requirements being discovered only through extensive testing cycles after the project was almost complete. With speed and quality being hallmarks of salesforce, this situation had to change.

Solution

Critical Logic introduced Right From the Start (RFTS™) to salesforce.com over two years ago. The initial focus was on using our visual requirements elicitation techniques to make major improvements in the quality of requirements and increase business stakeholder buy-in. Later, RFTS's functional modeling solution was added in order to increase software quality and shorten development time-to-market.

Now, most of salesforce's IT projects begin with the RFTS requirements gathering process using visual modeling techniques. "As-is" and "to-be" business process flows are developed and requirements are documented in use case or user story formats. RFTS functional models are driven off the requirements to produce a complete set of specs, tests, and documentation. Critical Logic professional services has also worked with salesforce to implement a more systematic process for project reviews.

Results

Within the first weeks, the quality of requirements dramatically improved. Critical Logic's visual requirements approach has become the "gold standard" within IT. RFTS ambiguity analysis combined with functional modeling is consistently improving the accuracy and completeness of specifications and tests. Now developers have specs and (automatically) generated tests that cover 100% of functionality very early in the coding cycle.

Measurable Results - Every Time

On recent projects, RFTS has

- Demonstrated a 50% to 70% drop in requirements-related defects (i.e., functionality not working as defined by the business).
- Reduced missed requirements to single digits, and even zero in some cases.
- Significantly decreased time-to-market issues now that defects are caught earlier and fewer test cycles (time) are needed.
- Best of all, the delivered software is routinely exceeding the business's expectations.

What Salesforce.com Says

"Critical Logic reduced our requirements elicitation investment by 50% while dramatically increasing the quality of the software we deliver ... [and] they allow us to leverage our existing staff 4:1"

*Russ Nelson,
VP of Applications Development at salesforce.com*

If you would like your business to experience similar results, contact us at moreinfo@critical-logic.com