

PRODUCT SCORECARD

# Inflectra SpiraTeam

Software Testing

**Improving and Accelerating Enterprise  
Software Evaluation and Selection**

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Silver Spring, MD  
United States

12025586885

<http://www.inflectra.com/>

<https://www.linkedin.com/company/inflectra-corporation>

50 Employees

24

Reviews

# Inflectra SpiraTeam Product Scorecard Contents

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## How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS  
**24**



# Inflectra SpiraTeam

## SOFTWARE TESTING

Inflectra offers a complete ALM solution. Why only address part of the lifecycle? SpiraTeam has the entire process covered, from requirements, testing, tasks, code, builds and bug-tracking all integrated. Therefore, take control of your project's development and software testing.

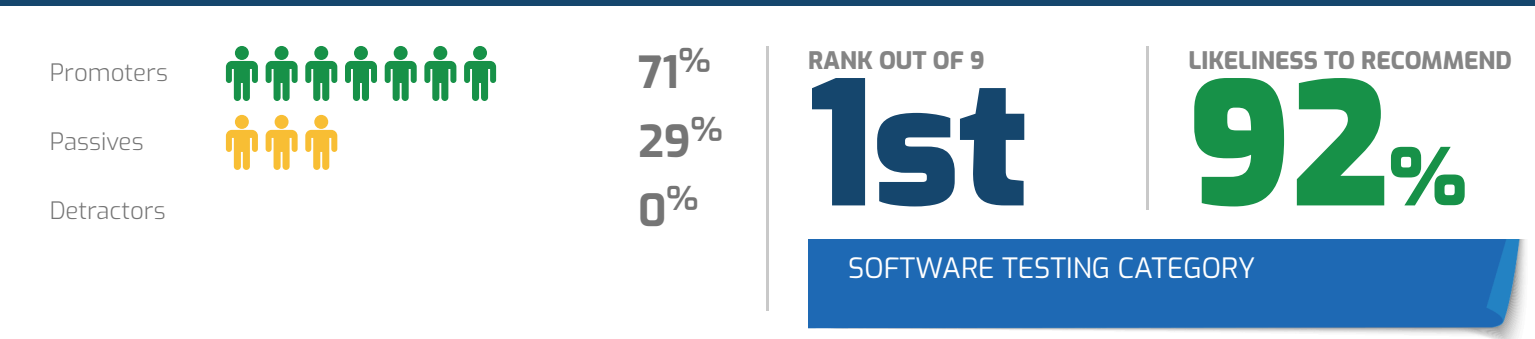
**50 Employees**  
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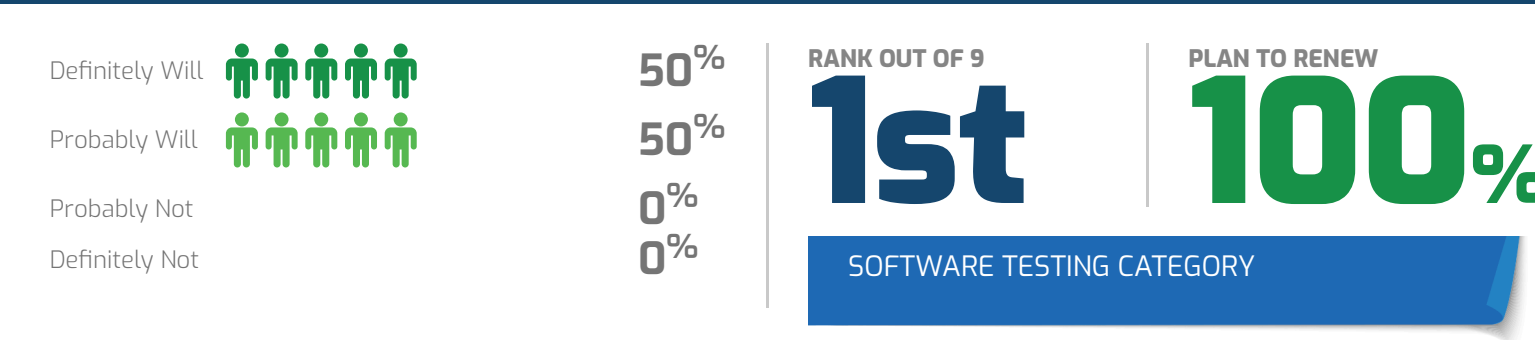
The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

**8.7/10 COMPOSITE SCORE**

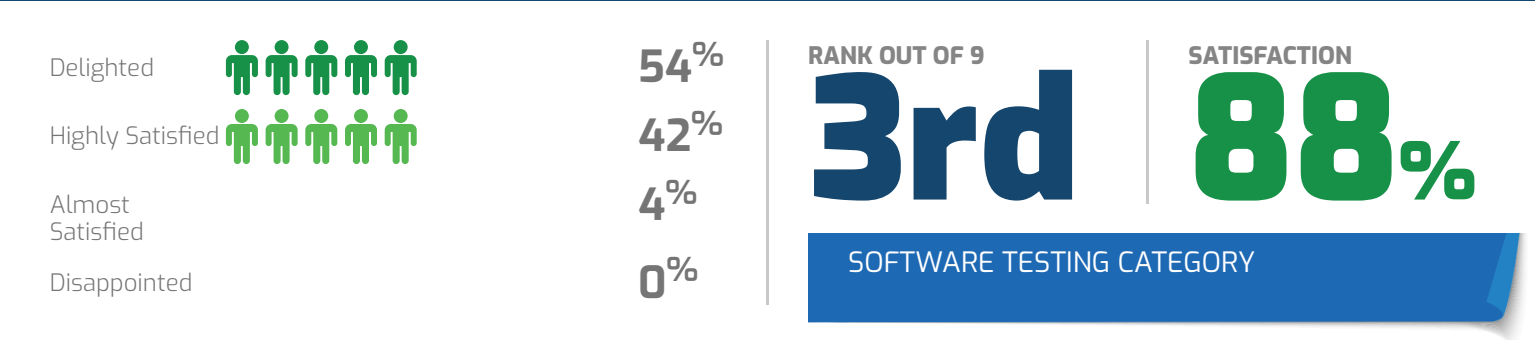
## Likelihood to Recommend



## Plan to Renew



## Satisfaction that Cost is Fair Relative to Value



# Vendor Capability Satisfaction

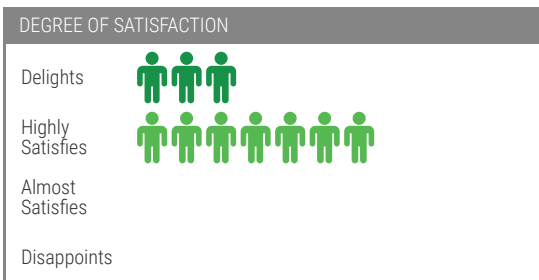
When making the right purchasing decision, use peer satisfaction ratings to decipher Inflectra SpiraTeam's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Inflectra SpiraTeam capabilities?

## Vendor Support

**33%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to receive timely and sufficient support.** The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.



**Ranked 1st**  
of 9 in Software Testing

**83%**  
SATISFACTION  
**76%**  
CATEGORY AVERAGE

## Ease of IT Administration

**33%**  
OF CLIENTS  
ARE DELIGHTED

**Ease of use of the backend user interface.** This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



**Ranked 2nd**  
of 9 in Software Testing

**80%**  
SATISFACTION  
**78%**  
CATEGORY AVERAGE

## Usability and Intuitiveness

**25%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to reduce training due to intuitive design.** End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



**Ranked 5th**  
of 9 in Software Testing

**79%**  
SATISFACTION  
**78%**  
CATEGORY AVERAGE

## Ease of Customization

**41%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to scale the solution to a business' unique needs.** Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



**Ranked 2nd**  
of 9 in Software Testing

**82%**  
SATISFACTION  
**77%**  
CATEGORY AVERAGE

## Quality of Features

**25%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to perform at or above industry standards.** Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



**Ranked 5th**  
of 9 in Software Testing

**81%**  
SATISFACTION  
**81%**  
CATEGORY AVERAGE

## Ease of Implementation

**25%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to implement the solution without unnecessary disruption.** Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



**Ranked 7th**  
of 9 in Software Testing

**77%**  
SATISFACTION  
**81%**  
CATEGORY AVERAGE

## Product Strategy and Rate of Improvement

**30%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to adapt to market change.** Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



**Ranked 2nd**  
of 9 in Software Testing

**82%**  
SATISFACTION  
**73%**  
CATEGORY AVERAGE

## Breadth of Features

**25%**  
OF CLIENTS  
ARE DELIGHTED

**The ability to perform a wide variety of tasks.** Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



**Ranked 5th**  
of 9 in Software Testing

**80%**  
SATISFACTION  
**79%**  
CATEGORY AVERAGE

## Availability and Quality of Training

**17%**  
OF CLIENTS  
ARE DELIGHTED

**Quality training allows employees to take full advantage of the software.** Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



**Ranked 8th**  
of 9 in Software Testing

**75%**  
SATISFACTION  
**80%**  
CATEGORY AVERAGE

# Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Software Testing market.

How satisfied are you with the following Inflectra SpiraTeam features and functionalities?

## SOFTWARE TESTING

### MANDATORY FEATURES

#### Artifact Management

**26%**  
OF CLIENTS  
ARE DELIGHTED

ALM artifacts can be readily created, reused, moved, and managed through baselines, reviews, approvals, releases, and audits for projects and products.

##### DEGREE OF SATISFACTION



**Ranked 1st**  
of 9 in Software Testing

**80%**  
SATISFACTION  
**73%**  
CATEGORY AVERAGE

#### ALM Integration

**36%**  
OF CLIENTS  
ARE DELIGHTED

Integrate artifacts across ALM phases such as requirements, analysis, design, development, and testing, either internally or through an API.

##### DEGREE OF SATISFACTION



**Ranked 3rd**  
of 9 in Software Testing

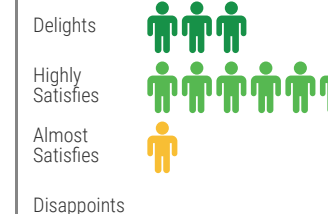
**83%**  
SATISFACTION  
**78%**  
CATEGORY AVERAGE

#### Test Planning

**26%**  
OF CLIENTS  
ARE DELIGHTED

Build test cycles and phases, define milestones to coordinate dependencies and releases, and then assign resources to execute the planned tests.

##### DEGREE OF SATISFACTION



**Ranked 5th**  
of 9 in Software Testing

**79%**  
SATISFACTION  
**79%**  
CATEGORY AVERAGE

#### Audit Log

**38%**  
OF CLIENTS  
ARE DELIGHTED

Complete record of all changes made to entities within the test management solution. Teams can monitor and trace every change.

##### DEGREE OF SATISFACTION



**Ranked 3rd**  
of 9 in Software Testing

**79%**  
SATISFACTION  
**78%**  
CATEGORY AVERAGE

#### Analytics and Reporting

**22%**  
OF CLIENTS  
ARE DELIGHTED

Includes historical & real-time dashboard visualizations, detailed & summary reporting, sales forecasting & easy data extraction for data analysis.

##### DEGREE OF SATISFACTION



**Ranked 6th**  
of 9 in Software Testing

**77%**  
SATISFACTION  
**79%**  
CATEGORY AVERAGE

#### Test Run Workflow Manager

**35%**  
OF CLIENTS  
ARE DELIGHTED

Script, configure, execute and manage automated testing workflows, including parallel testing. Automation is initiated internally by test management solution.

##### DEGREE OF SATISFACTION



**Ranked 1st**  
of 9 in Software Testing

**80%**  
SATISFACTION  
**77%**  
CATEGORY AVERAGE

#### Test Case Generator

**23%**  
OF CLIENTS  
ARE DELIGHTED

Automatically generate test cases directly from requirements, the source code, recordings of user actions, and visual and graphical workflows and models.

##### DEGREE OF SATISFACTION



**Ranked 3rd**  
of 9 in Software Testing

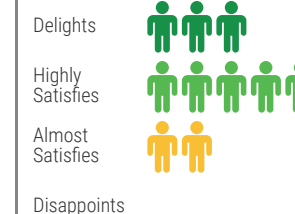
**76%**  
SATISFACTION  
**76%**  
CATEGORY AVERAGE

#### Test Script Editor

**35%**  
OF CLIENTS  
ARE DELIGHTED

Write and modify test scripts in a scripting language (e.g. VBScript, JavaScript, Python) within a coding editor.

##### DEGREE OF SATISFACTION



**Ranked 7th**  
of 9 in Software Testing

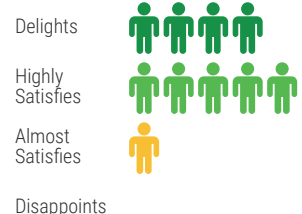
**79%**  
SATISFACTION  
**82%**  
CATEGORY AVERAGE

#### Artifact Traceability

**39%**  
OF CLIENTS  
ARE DELIGHTED

Trace testing artifacts, such as test cases and scripts, forward to test runs and issues that need to be fixed, and backwards to the business process.

##### DEGREE OF SATISFACTION



**Ranked 2nd**  
of 9 in Software Testing

**83%**  
SATISFACTION  
**78%**  
CATEGORY AVERAGE

#### Test Coverage Analysis

**17%**  
OF CLIENTS  
ARE DELIGHTED

Pinpoint the sources of test failures and defects by granularly dissecting test runs, test cases and other testing artifacts and requirements.

##### DEGREE OF SATISFACTION



**Ranked 4th**  
of 9 in Software Testing

**75%**  
SATISFACTION  
**77%**  
CATEGORY AVERAGE

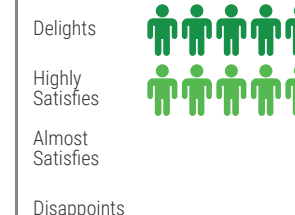
### SECONDARY FEATURES

#### Test Environment Management

**50%**  
OF CLIENTS  
ARE DELIGHTED

Provision, monitor, refresh, and tear down test environments. Teams can track all environment resources from a centralized dashboard and repository.

##### DEGREE OF SATISFACTION



**Ranked 1st**  
of 9 in Software Testing

**88%**  
SATISFACTION  
**80%**  
CATEGORY AVERAGE

# Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Software Testing market.

How satisfied are you with the following Inflectra SpiraTeam features and functionalities?

## SOFTWARE TESTING

### SECONDARY FEATURES

### Test Data Management

**50%** OF CLIENTS ARE DELIGHTED

Secured management and access of test data.

DEGREE OF SATISFACTION

- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**Ranked 1st**  
of 9 in Software Testing

**88%** SATISFACTION  
**80%** CATEGORY AVERAGE

### SECONDARY FEATURES

### Regulatory Compliance

**50%** OF CLIENTS ARE DELIGHTED

Includes compliance with regulations and standards such as SOX, HIPPA, NIST, PCI-DSS etc.

DEGREE OF SATISFACTION

- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**Ranked 1st**  
of 9 in Software Testing

**88%** SATISFACTION  
**77%** CATEGORY AVERAGE

### SECONDARY FEATURES

### Test Load Balancing

**25%** OF CLIENTS ARE DELIGHTED

Intelligently distribute testing load across system clusters to achieve high testing performance.

DEGREE OF SATISFACTION

- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

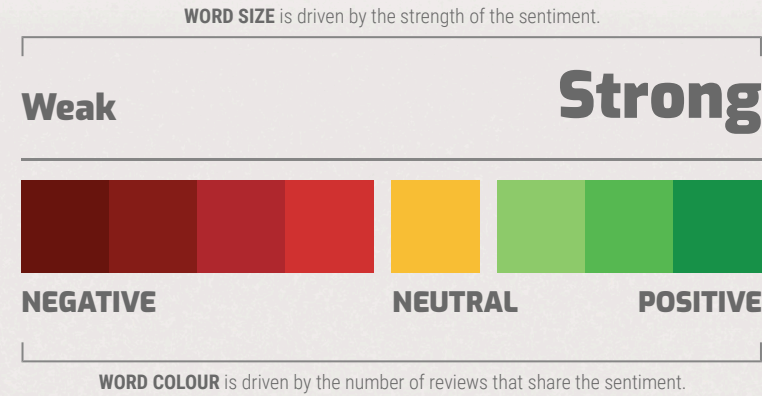
**Ranked 4th**  
of 9 in Software Testing

**75%** SATISFACTION  
**74%** CATEGORY AVERAGE



# INFLECTRA SPIRATEAM Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

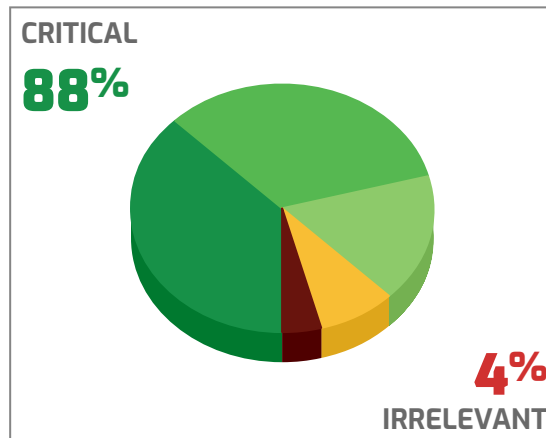




# INFLECTRA SPIRATEAM Emotional Footprint

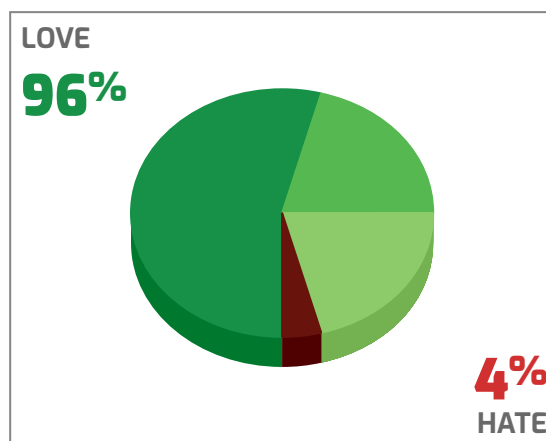
## Importance to Professional Success

How important is Inflectra SpiraTeam to your current professional success?



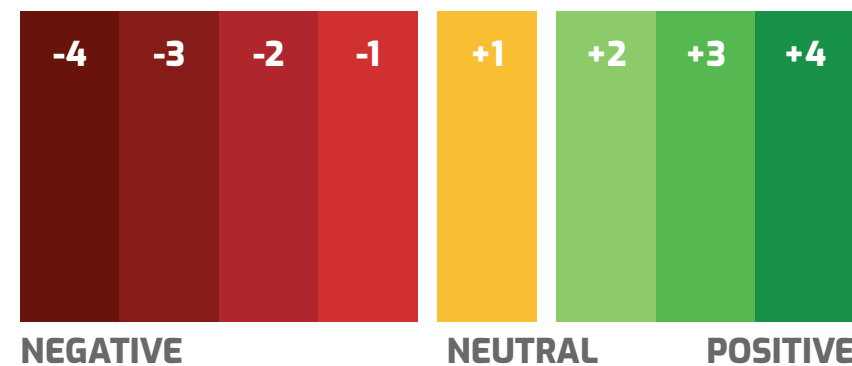
## Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Inflectra SpiraTeam



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

## EMOTIONAL SPECTRUM SCALE



**% POSITIVE - % NEGATIVE = NET EMOTIONAL FOOTPRINT**

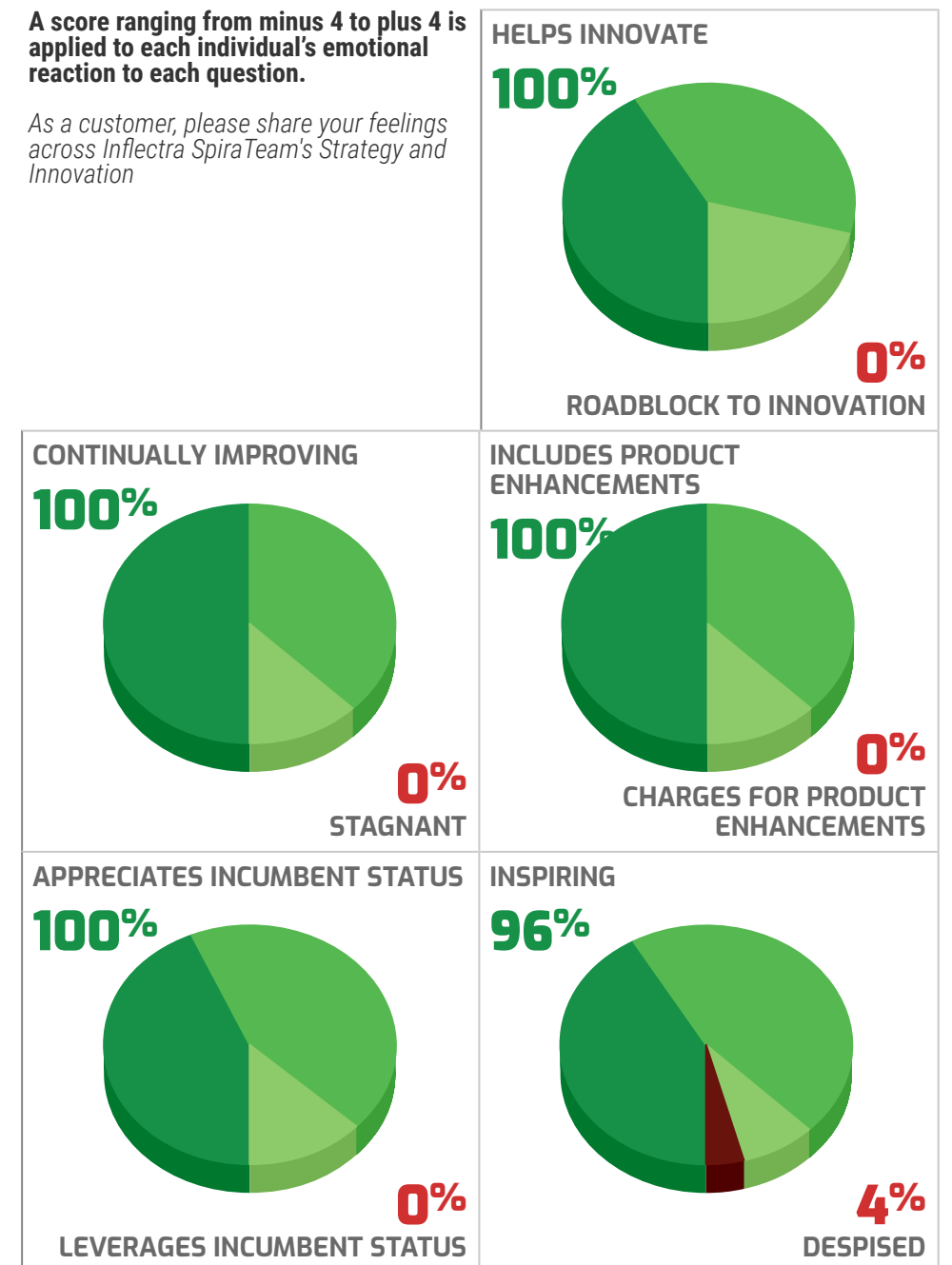
## NET EMOTIONAL FOOTPRINT INFLECTRA SPIRATEAM

**+97**

# Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Inflectra SpiraTeam's Strategy and Innovation







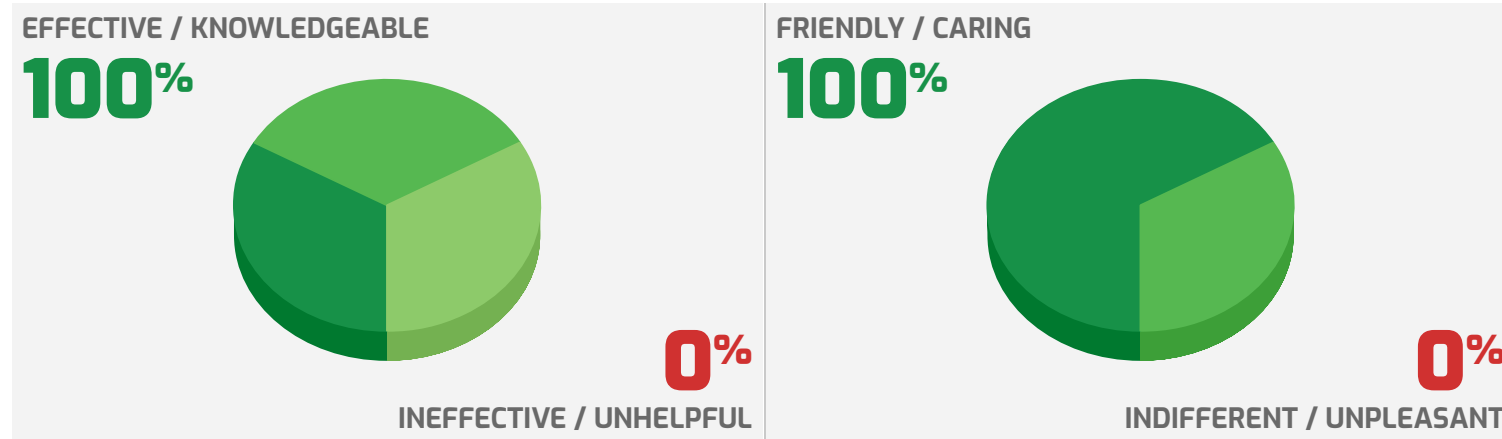
# Relationships and Interaction

When interacting with Inflectra SpiraTeam your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

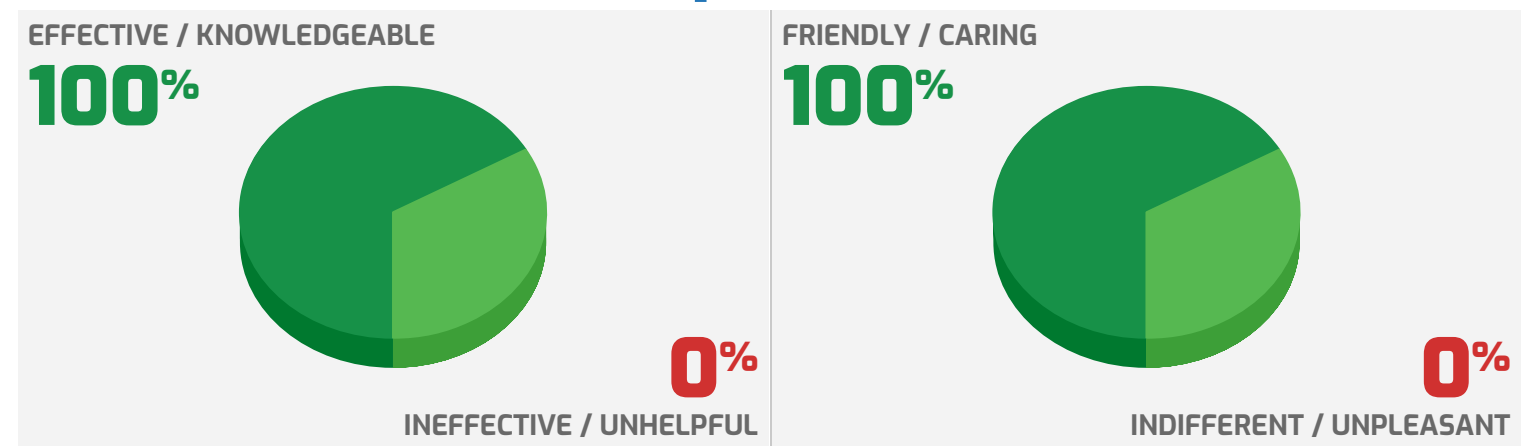
Based on your interactions and relationships with Inflectra SpiraTeam, please summarize what you experienced



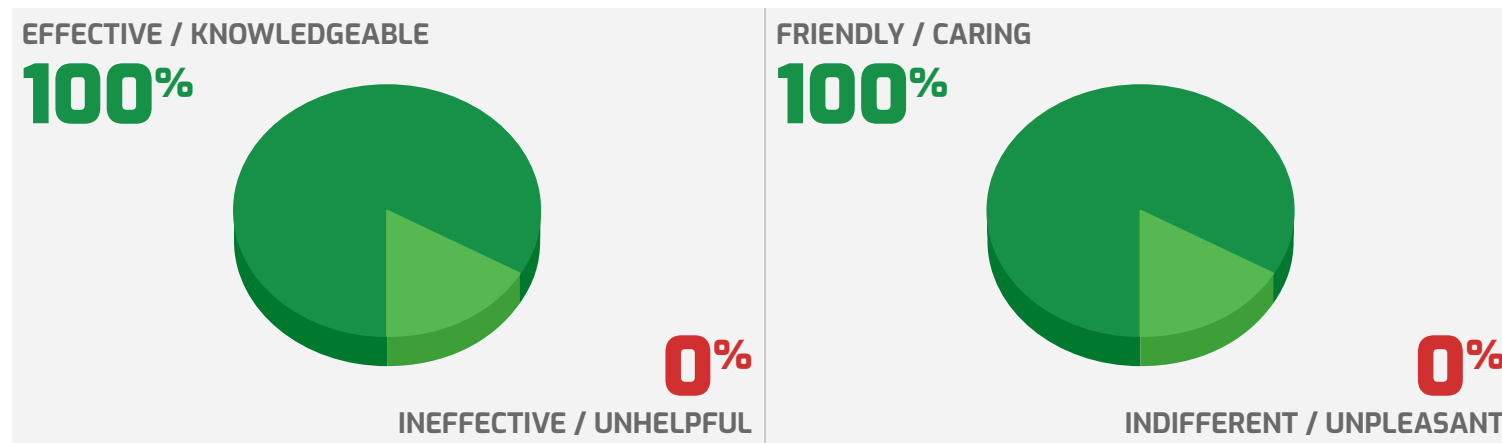
## Sales Team



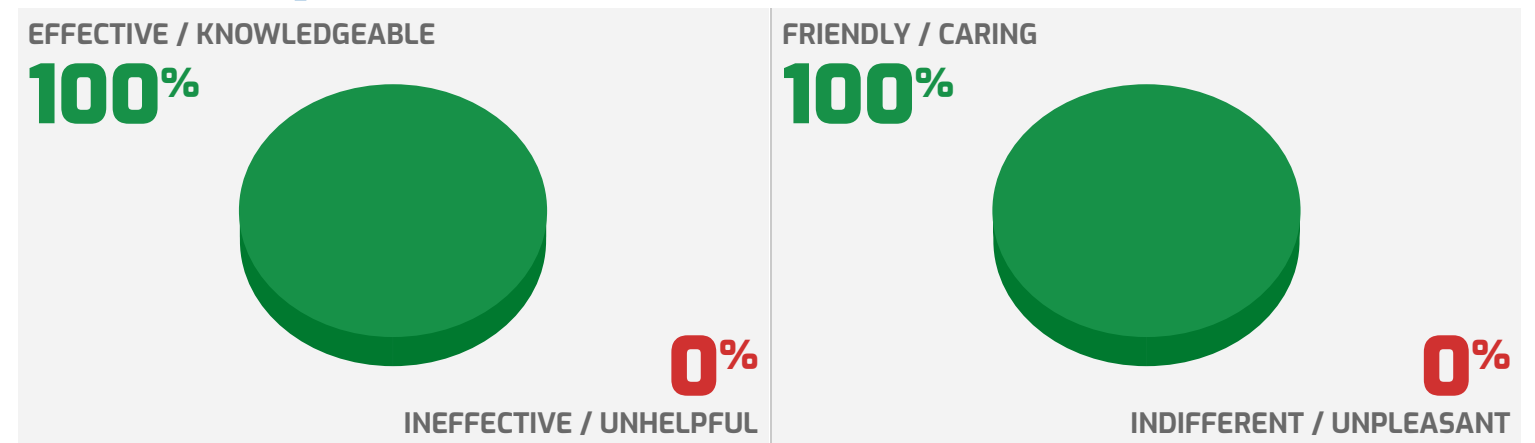
## Technical and Product Specialists



## Client Service Team

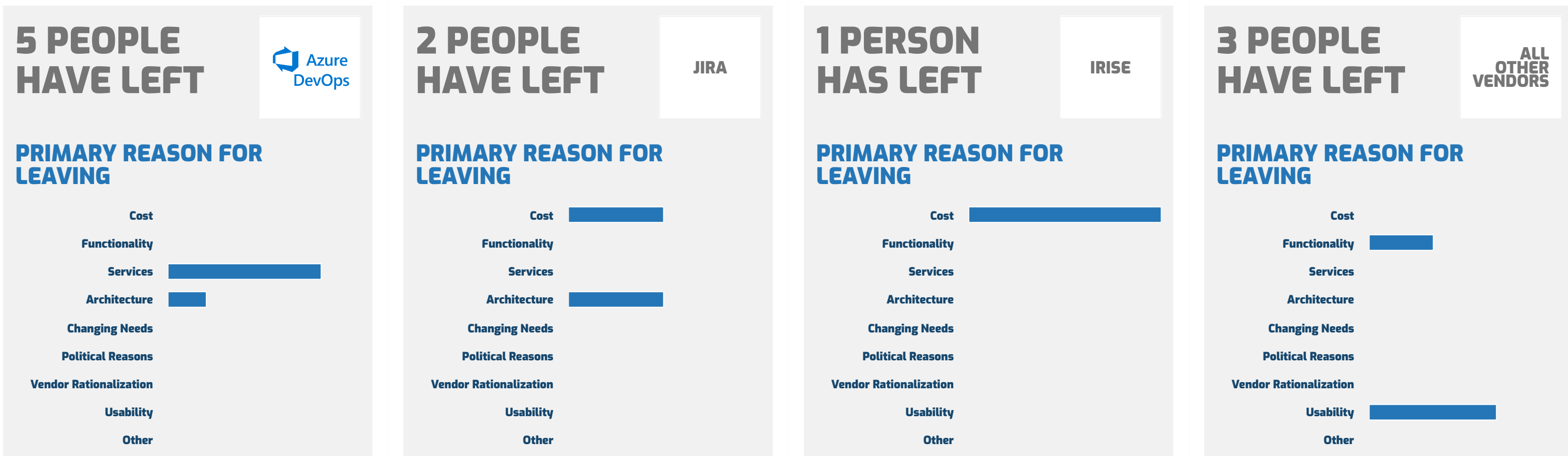


## Leadership Team



# Joining Inflectra SpiraTeam

See why clients left which previous vendors for Inflectra SpiraTeam and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.



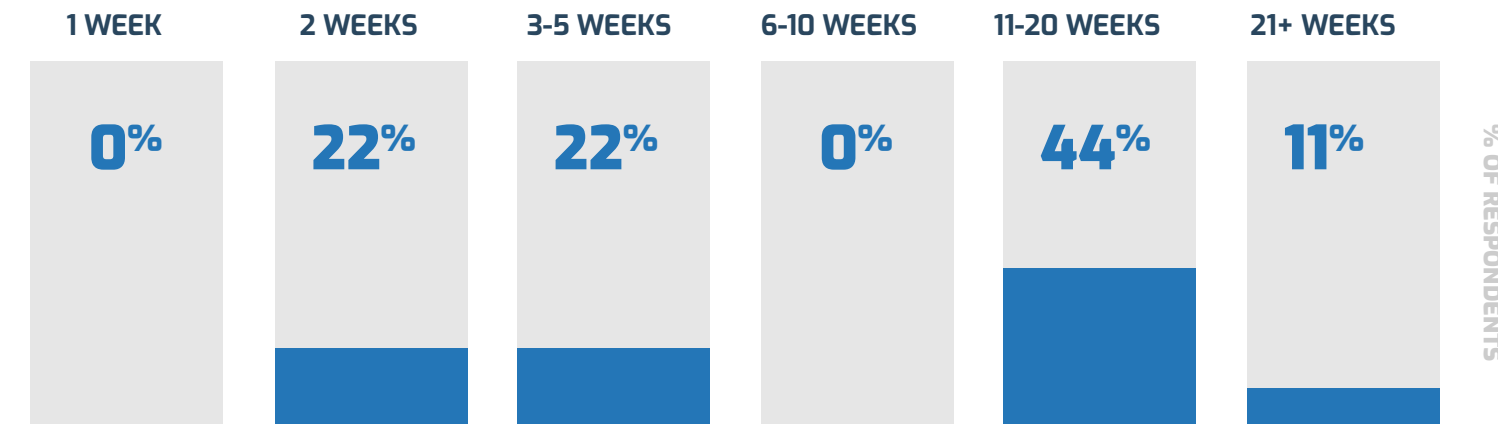
11 people are **60% more** satisfied with **Inflectra SpiraTeam** over their previous vendor on average



# How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

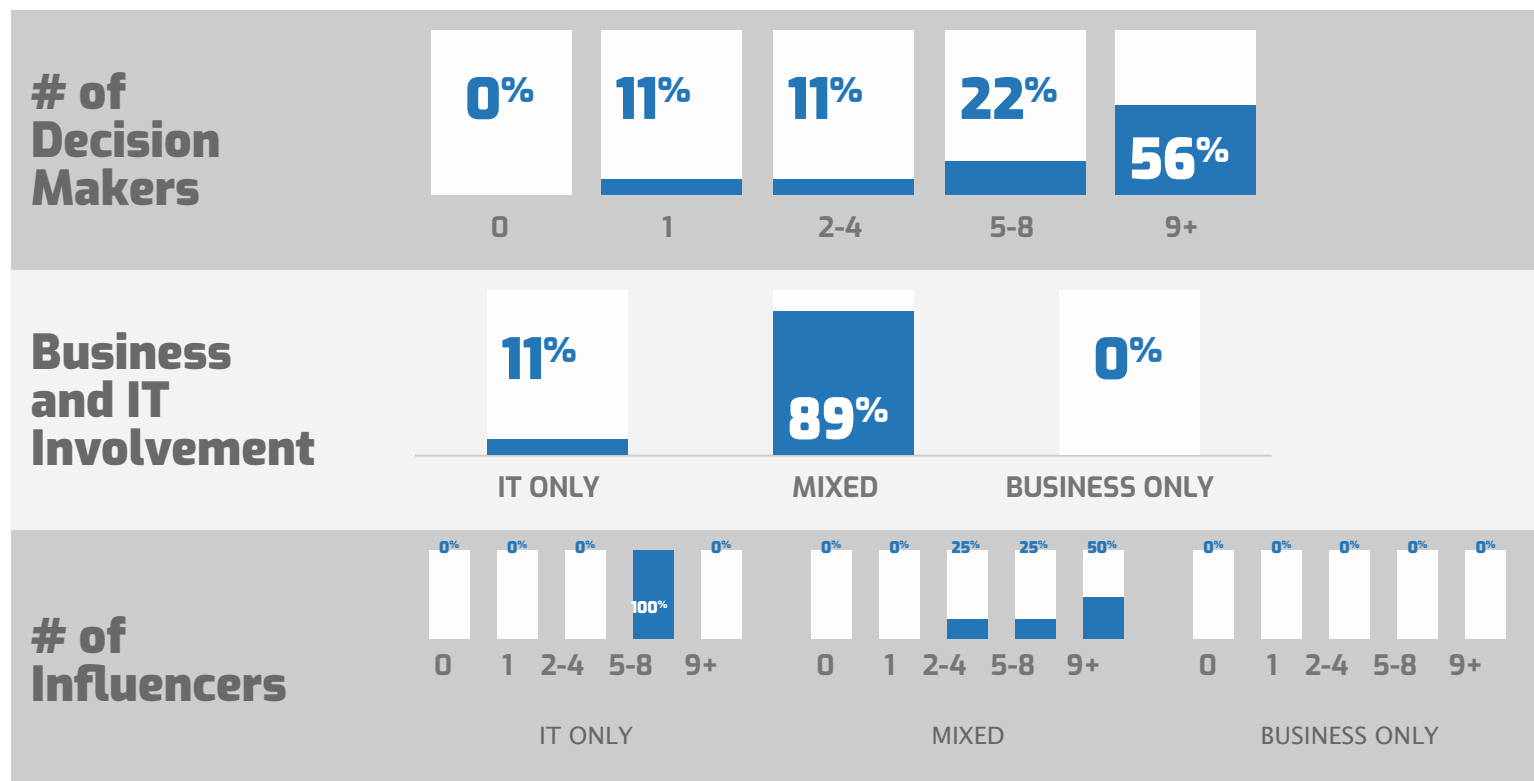
How much time and effort (in weeks) was spent making your selection decision?



# Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

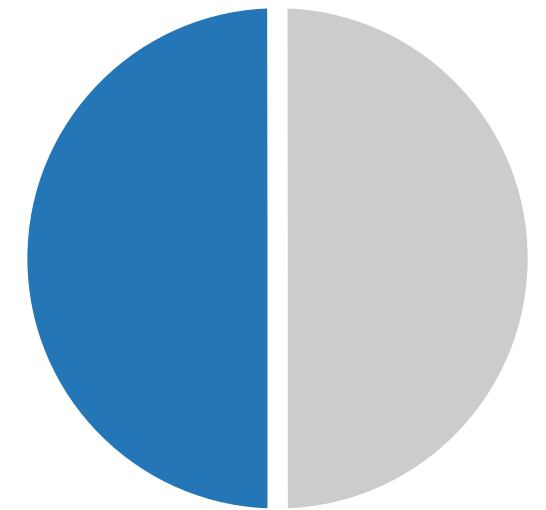
How many people were involved in the following capacities during this vendor selection decision?



# Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

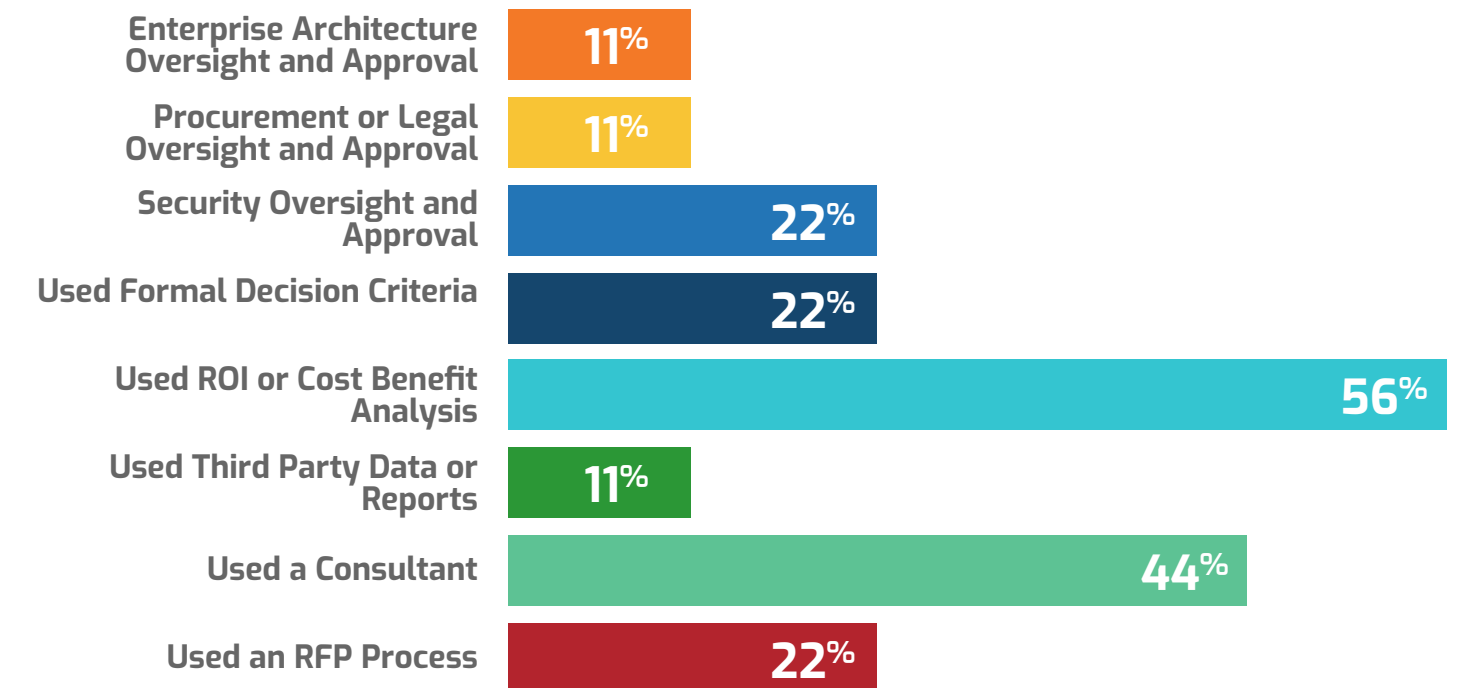
FORMAL INFORMAL



# Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Inflectra SpiraTeam. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



# How Effective is the Selection Process

**67% EFFECTIVE**

# Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Inflectra SpiraTeam fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	SMALL	MEDIUM	LARGE
<b>NET PROMOTER</b>	<p><b>+33</b> NET PROMOTER SCORE</p> <p>Promoters  33%</p> <p>Passives  67%</p> <p>Detractors 0%</p>	<p><b>+92</b> NET PROMOTER SCORE</p> <p>Promoters  92%</p> <p>Passives  8%</p> <p>Detractors 0%</p>	<p><b>+100</b> NET PROMOTER SCORE</p> <p>Promoters  100%</p> <p>Passives  0%</p> <p>Detractors 0%</p>
<b>CAPABILITY SATISFACTION</b>	<p>Delighted  23%</p> <p>Highly Satisfied  63%</p> <p>Almost Satisfied  13%</p> <p>Disappointed 1%</p>	<p>Delighted  25%</p> <p>Highly Satisfied  73%</p> <p>Almost Satisfied 2%</p> <p>Disappointed 0%</p>	<p>Delighted  48%</p> <p>Highly Satisfied  46%</p> <p>Almost Satisfied  6%</p> <p>Disappointed 0%</p>
<b>FEATURE SATISFACTION</b>	<p>Delighted  24%</p> <p>Highly Satisfied  61%</p> <p>Almost Satisfied  14%</p> <p>Disappointed 1%</p>	<p>Delighted  29%</p> <p>Highly Satisfied  63%</p> <p>Almost Satisfied  8%</p> <p>Disappointed 0%</p>	<p>Delighted  59%</p> <p>Highly Satisfied  27%</p> <p>Almost Satisfied  14%</p> <p>Disappointed 0%</p>
<b>IMPLEMENTATION SATISFACTION</b>	<p>Delighted  22%</p> <p>Highly Satisfied  56%</p> <p>Almost Satisfied  11%</p> <p>Disappointed  11%</p>	<p>Delighted  17%</p> <p>Highly Satisfied  83%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	<p>Delighted  67%</p> <p>Highly Satisfied  33%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>
<b>COST SATISFACTION</b>	<p>Delighted  44%</p> <p>Highly Satisfied  45%</p> <p>Almost Satisfied  11%</p> <p>Disappointed 0%</p>	<p>Delighted  50%</p> <p>Highly Satisfied  50%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	<p>Delighted  100%</p> <p>Highly Satisfied  0%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>
<b>ORG FIT</b>	<p><b>1: COST 2: REPUTATION OF THE VENDOR 3: SKILL AND STAFF FIT</b></p>	<p><b>1: COST 2: MANAGING RISK AND POTENTIAL FAILURE 3: EXISTING PERSONAL RELATIONSHIP</b></p>	<p><b>1: COST 2: SKILL AND STAFF FIT 3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR</b></p>
<b>IMPORTANCE</b>	<p><b>CAP 44%</b></p> <p><b>COST FEAT 7% 23%</b></p> <p><b>ORG 26%</b></p>	<p><b>CAP 50%</b></p> <p><b>COST FEAT 5% 20%</b></p> <p><b>ORG 25%</b></p>	<p><b>CAP 47%</b></p> <p><b>COST FEAT 5% 17%</b></p> <p><b>ORG 31%</b></p>
<b>PLAN TO RENEW</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Multi-Category Overview

# Inflectra SpiraTeam

Software Testing

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend.

CATEGORY	COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
<p><b>SOFTWARE TESTING</b></p> <p>Scorecard Category</p> <p>Test management helps product delivery teams design, manage and coordinate testing and quality assurance activities among business and IT testers. This solution encompasses test planning, orchestrating the automation and execution of testing initiatives and resources, analysis and reporting of test results, and alignment of features to quality standards.</p>	8.7 <sub>/10</sub>	92%	100%	88%
<p><b>REQUIREMENTS MANAGEMENT</b></p> <p>The Requirements Management category covers tools that are leveraged to support the process of gathering, analyzing, refining, and prioritizing product requirements and the subsequent planning for their delivery. A requirement represents a condition or capability that the given system/application must conform to.</p>	9.2 <sub>/10</sub>	89%	100%	91%
<p><b>APPLICATION LIFECYCLE MANAGEMENT</b></p> <p>Application lifecycle management (ALM) is the product lifecycle management (governance, development, and maintenance) of computer programs. It encompasses requirements management, software architecture, computer programming, software testing, software maintenance, change management, continuous integration, project management, and release management.</p>	9.0 <sub>/10</sub>	92%	99%	89%