

CASE STUDY

Arkansas Department of Human Services Scales Agile, Cuts Costs with SpiraPlan

Overview

- **Customer:** Arkansas Department of Human Services (DHS)
- **Industry:** Government/ Public Sector IT
- **Inflectra Products:** SpiraPlan

The Solution: SpiraPlan

Arkansas DHS recognized the need for a comprehensive ALM platform that could enforce structure, improve visibility, and provide superior value.

They chose Inflectra's **SpiraPlan** for several key reasons:

- **Standardization:** control to establish a clear, standard project hierarchy and test folder structure across all teams.
- **Improved Traceability:** robust framework delivering "much improved requirements traceability" compared to the previous system.
- **Granular Permissions:** Flexibility for user role permissions at a function and user level.
- **Cost Efficiency and Partnership:** A "significant cost reduction" compared to the legacy tool, coupled with a highly responsive and customer-focused support team.

The Challenge: A Disorganized and Expensive Legacy System

Prior to implementing **SpiraPlan**, the Arkansas DHS IT team was struggling with a complex, large-scale project managed by a costly legacy tool.

The primary issues were:

- **Lack of standardization** with teams structuring the system inconsistently.
- **Disorganized traceability** which complicated compliance.
- **High costs** paired with "almost nonexistent" product support.



Key Improvements and Results

SpiraPlan's implementation allowed Arkansas DHS to successfully scale Agile processes across multiple teams, leading to measurable improvements in efficiency, management, and cost control:

- ✔ **Significant cost reduction** achieved over the previous legacy tool. Standardization with a single project structure adopted and adhered to across multiple teams.
- ✔ **Improved visibility** for better monitoring and overall project management.
- ✔ **Eliminated manual reporting** with better project reporting, removing the need for manual data compilation.
- ✔ **Team efficiency** boosted by automated alerts that are triggered for users when ready for retest.

Conclusion and Partnership

The adoption of **SpiraPlan** transformed the DHS project management environment from a disorganized struggle to an efficient, standardized ecosystem. The DHS team achieved their goal of scaling Agile processes across multiple teams, noting the exceptional partnership:

"We partnered with a responsive team that puts the customer needs first. Regular software updates are also a huge benefit."

Support Team Rating: **10/10**

Recommendation Likelihood: **10/10**