



Rally Software

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Matt Weir

Enterprise Agile Coach at a tech consulting company with 10,001+ employees

WHAT IS MOST VALUABLE?

Requirements management Development team planning Tracking progress against plans Linking strategy to execution

HOW HAS IT HELPED MY ORGANIZATION?

We now have a more holistic view of how development teams are executing against the enterprise's strategic roadmap. This improves our ability to prioritize work and to manage our risks and dependencies.

WHAT NEEDS IMPROVEMENT?

Defect and test case management Executive-level reporting capabilities Project management functionality (financials, EVM, resource planning, etc.) Lacks the ability for non-coders to create custom app/widget charts

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using Agile Central for eight years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We haven't had any stability issues. We've experienced reliable uptime and few defects.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I'm currently working for a large Fortune 500 company and we haven't any issues with scalability.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is excellent; however, some of our users find it a little confusing as to how to submit a case/help ticket.



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WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We previously used a home-grown solution and wanted to switch to a more scalable solution.

HOW WAS THE INITIAL SETUP?

The initial setup is fairly straightforward but there are certain best practices as to how to configure Agile Central. Typically, the CA Agile Central account manager will provide guidance as to how to best configure Agile Central and will be available to answer ongoing questions as they arise.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

You can negotiate prices, technical services, and professional services if you need a large amount of seat licenses.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at VersionOne, Pivotal Tracker, and Trello.

WHAT OTHER ADVICE DO I HAVE?

Work with your CA Agile Central account manager to determine the best way to implement and configure Agile Central based on your needs. Put together a basic usage policy, training document, and training presentation for users. Limit the number of administrators to a small handful of people. Integrate Agile Central with your other SDLC tools.

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