



Jama Connect

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 10

Other Solutions Considered..... 11 - 13

ROI..... 14

Use Case..... 15 - 17

Setup..... 18 - 20

Customer Service and Support..... 21 - 23

Other Advice..... 24 - 26

Trends..... 27 - 28

About PeerSpot..... 29 - 30

Product Recap



Jama Connect

Jama Connect Recap

Jama Connect is a requirements and test management platform with robust traceability and a user-friendly interface, providing tools for regulatory compliance and enhanced project tracking within workflows.

Jama Connect offers comprehensive management of requirements, test cases, and change processes. The platform enhances traceability with visibility into documentation and integrates seamlessly for data management in regulated industries. Its real-time dashboard and impact analysis tools help in informed decision-making. Despite some collaboration and interface limits, Jama Connect supports lifecycle management through efficient document and specification tracking, integrating with solutions like Google App Store and Microsoft Azure.

What are the Key Features of Jama Connect?

- **Traceability:** Provides detailed tracking and documentation management.
- **User-Friendly Navigation:** Easy-to-use interface that simplifies workflow.
- **Test Management:** Modular test tools streamline processes.
- **Integration:** Compatible with various data management tools, essential for compliance.
- **Impact Analysis:** Informs critical decision-making.

What are the Benefits and ROI in Using Jama Connect?

- **Efficiency:** Consolidates requirements and test cases to boost productivity.
- **Regulatory Compliance:** Templates and tools ensure adherence to standards.
- **Enhanced Collaboration:** Facilitates teamwork across projects.
- **Real-Time Insights:** Dashboards offer immediate data for decision-making.
- **Lifecycle Support:** Manages the full product lifecycle from documentation to validation.

Healthcare and regulated industries utilize Jama Connect to manage requirements and integrate workflows while ensuring compliance. Its features are tailored to support the complex documentation and validation demands of these sectors, improving traceability and lifecycle management.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The feature that I really appreciate about Jama Connect is its allowance for certifications through the FAA and FDA organizations in the US, which in the past was not possible for smaller companies because larger ones, such as Boeing and Airbus, often advised against using unapproved tools.”



Juergen Albrecht

Managing Director at CCC Systems Engineering Suisse GmbH

- ✓ “Traceability is a key differentiator for Jama Connect, especially compared to Jira.”



Lasse Mikkonen

Principal Consultant at Contribyte

- ✓ “The impact that Jama Connect provides for my company overall is significant as it saves a huge amount of time.”



Kae Carlstedt-Duke

Requirements Engineer at Apollo Fire Detectors



“The user experience is better than the competition.”



Verified user

Senior Program Manager Software at a manufacturing company with 10,001+ employees



“The relationship mapping feature is especially helpful, as it allows us to connect different requirements and compliance-related documentation.”



Verified user

Senior Engineer - Software Requirements at a engineering company with 10,001+ employees



“We use Jama Connect mainly for requirements management.”



David Wilson

System Engineer at a computer software company with 501-1,000 employees



“In Jama Connect, users have the capability to view and manage all test cases directly within the platform and execute them. The entire product specification, spanning various domains such as electrical, mechanical, software, and testing, is consolidated within Jama Connect.”



Nermin Osmanovic

Hardware Design Engineer at a consultancy with 11-50 employees

What users had to say about valuable features:

“The review module is one feature that we appreciated a lot. Additionally, the visibility it offers, like setting up the work or creating dashboards to visualize different statistics, is really great. Overall, the user experience is better than the competition..”

Verified user

Senior Program Manager Software at a manufacturing company with 10,001+ employees

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“The most valuable feature is the single identity provider capability, which simplifies the integration with various platforms, like Google App Store and Microsoft Azure, for providing user access..”

Damodharakrishnan V

Senior Service Engineer at Brilyant IT Solutions

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Traceability is a key differentiator for Jama Connect, especially compared to Jira. Many companies find Jira insufficient for proper requirements management. Jama Connect excels in traceability and allows for working with multiple configurations using features like baselines and branches. In the context of cost benefits, it is advantageous for regulated reporting, making it easier to produce necessary documentation for auditors and regulators.

Lasse Mikkonen

Principal Consultant at Contribyte

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“We use Jama Connect mainly for requirements management. The solution's most valuable features are tracking and the spider web diagram linking the different types of items. I find it very useful to be able to structure a project as simple or as complex as you want, depending on your needs.

They also allow you to pick items off the menu or customize and configure them to create the structure of what you want. I find that pretty intuitive..”

David Wilson

System Engineer at a computer software company with 501-1,000 employees

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“The visualization tools are nearly similar, so it does not matter if you use DNG or even Jama Connect, but at Jama Connect, the selection and setup for running complex scripts is very powerful and fast compared to IBM, which is sometimes very slow due to the complex software which has lost focus on usability.

“The collaboration capabilities of Jama Connect are fantastic, and when comparing IBM, PTC, and Jama Connect, they are nearly equal because all three have recognized the importance of collaboration in today's work environment.

“The feature that I really appreciate about Jama Connect is its allowance for certifications through the FAA and FDA organizations in the US, which in the past was not possible for smaller companies because larger ones, such as Boeing and Airbus, often advised against using unapproved tools..”

Juergen Albrecht

Managing Director at CCC Systems Engineering Suisse GmbH

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“The most helpful features that Jama Connect provides me are Impact Analysis and the review functionality. Impact analysis is essential because we do thousands of requirements.

“Jama Connect helps me by getting everybody's opinion in one location. It saves time. All the review goes out at the same time to several people, and it's easier to keep all the comments in one place, and then manage them through review and approval through the tool.

“The Impact Analysis feature impacts my decision making when I have projects. If we have a change to a requirement, we have to understand what implication it has further down the process, testing and validation and then back to the customer.

“We do a lot of traceability with Jama Connect. We get to decompose all our requirements, so we can make sure that we've actually met the requirement by using the traceability tool.

“The impact that Jama Connect provides for my company overall is significant as it saves a huge amount of time. We capture more issues up front now than what we did further down the process, so we've saved a lot of money. We don't do so much rework, and it's good communication between everybody. Everybody's on the same page with lots of benefits..”

Kae Carlstedt-Duke

Requirements Engineer at Apollo Fire Detectors

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Other Solutions Considered

“We came from a legacy solution and wanted something fresh and modern. We benchmarked many different systems, but Jama Connect was the top choice amongst the team..”

Verified user

Senior Program Manager Software at a manufacturing company with 10,001+ employees

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“We tried codeBeamer, Polarion from Siemens and Next Generation Doors, but we chose Jama because they have a good marketing team and are enthusiastic for you to use their product..”

Systemanalyst67

System Analyst at a tech vendor with 51-200 employees

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“I often recommend PTC Integrity because it is a tool that is commonly found in both small and large companies, recognized by companies such as Airbus and the military for its broad usage alongside other tools..”

Juergen Albrecht

Managing Director at CCC Systems Engineering Suisse GmbH

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“We evaluated a number of other tools. There were more comprehensive and configurable options but they would have required more dedicated resource in-house to configure and manage. Simpler, less expensive options seemed like they might be outgrown in a few years. Jama was a good compromise for the usage anticipated..”

Verified user

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Software Quality Assurance Embedded Team Lead at a manufacturing company with 501-1,000 employees

“I have worked with DOORS before, but DOORS is more expensive and harder to use. The user interface is trickier for people.

“The difference in price is noticeable between DOORS and Jama Connect, with more than a 10% difference..”

Kae Carlstedt-Duke

[Read full review](#) 

Requirements Engineer at Apollo Fire Detectors

“We evaluated quite a lot of options. This solution seems to be the most complete product and it has the requirements management part, which is really mature. Compared to IBM, it's easier to use. Jama has the mature features, but it's still user-friendly for beginners and that's the point when you deploy it to a big audience. Everyone needs to learn it and it's helpful if it's not too hard to learn. That was the biggest selling point. That, and the cloud offering. The cloud offers no limitations and the security is quite good..”

Lasse Mikkonen

Principal Consultant at Contribyte

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ROI

Real user quotes about their ROI:

“ROI is years away because it takes time to adapt the tool and it takes quite a long time to use it efficiently because it requires changes in the way a company functions including some cultural change that involves doing more around requirements management rather than just ad-hoc development..”

Lasse Mikkonen

Principal Consultant at Contribyte

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“Don't have any hard numbers to share. I know the test coverage is significantly improved and now we can check it easily and continuously. The cost of licensing went up noticably since we started with Jama, and its usage far outstripped our original expectations nevertheless..”

Verified user

Software Quality Assurance Embedded Team Lead at a manufacturing company with 501-1,000 employees

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Use Case

“I am currently dealing with all options based on what the customer wants because my goal is not to promote one tool over another, but to identify the customer's problems and decide on the most suitable engineering tool for their projects..”

Juergen Albrecht

Managing Director at CCC Systems Engineering Suisse GmbH

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“My main use cases for Jama Connect involve managing our requirements through to test and validation. This includes reviewing the requirements, using the review functionality, and supporting our whole requirements management process from end to end..”

Kae Carlstedt-Duke

Requirements Engineer at Apollo Fire Detectors

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“Jama Connect helps in many aspects. We primarily use it for documentation, which is a good solution for long-term documentation needs. It aids in the maintainability of the Connect and ensures traceability of our development team to win. We also utilize it for the product itself..”

Verified user

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Senior Engineer - Software Requirements at a engineering company with 10,001+ employees

“This is a requirement management tool for collecting business requirements, such as end user needs, as well as technical system and software requirements. It's all about documentation and management. We provide support as consultants to some of our clients and we are customers of Jama Connect. .”

Lasse Mikkonen

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Principal Consultant at Contribyte

“Jama Connect is used to integrate solutions such as the Google App Store and Microsoft Azure. It provides single identity provider access, enabling Gmail access or Google access for users..”

Damodharakrishnan V

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Senior Service Engineer at Brilyant IT Solutions

“We are using Jama Connect for both requirements, test reviews, and design input reviews. We utilize the review module to create a great overview and keep tracing. The tool helps to shorten the time from development complete to release because it integrates efficiently throughout the entire development and epic workflow cycle..”

Verified user

Senior Program Manager Software at a manufacturing company with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I would rate my experience with the initial setup a four out of ten, where one is difficult, and ten is easy.

It was neither too difficult nor too easy..”

Verified user

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Senior Engineer - Software Requirements at a engineering company with 10,001+ employees

“The initial setup was a positive and painless process because the consultant came to our company and helped with everything. They helped us through everything and it is on their cloud so to initially set up and configure everything was a good process because we had the consultant coming into our company and helping us with everything. It was painless and a really easy and nice process..”

Systemanalyst67

[Read full review](#) 

System Analyst at a tech vendor with 51-200 employees

“The initial setup is a bit complex. I would strongly recommend engaging one of their experts to help with the initial setup.

It's manageable on a part-time basis for a small organization.

With the size of our company, we're approaching the point where it's almost a full-time job for somebody. We have split it up amongst a number of us. None of us has a primary job title of Jama Administrator. We are all part-time admins..”

Verified user

[Read full review](#) 

Sr. Manager - Systems Engineering - Operations at a tech services company with 51-200 employees

“The initial setup of Jama Connect was very straightforward because we had Jama Connect support supporting us.

“It takes approximately half an hour to deploy the tool for reviewers that don't have any training at all. If you're setting up structures, then it takes longer. It's also linked in with the way we want to structure our requirements. We have created templates so that people can just go in and set it up..”

Kae Carlstedt-Duke

[Read full review](#) 

Requirements Engineer at Apollo Fire Detectors

“The tool's deployment is the easiest compared to its alternatives. I'm assisting my client, a medical or pharmaceutical device manufacturing company, with deploying Jama Connect on their system. It takes about a month to deploy, mainly due to the migration process. We're working on ensuring that the data migration goes without distortion. The deployment process becomes quicker once everything is set up and the required data attributes are established.

We need to clear certain attributes on the plugin from the product. .”

Rahul Kumar Jangir

[Read full review](#) 

System Engineer at a tech services company with 10,001+ employees

“The initial setup is somewhat complex with deployment taking around six to 12 months. Generally, the customer defines the requirement management process and roles, and then they look for the predefined models, select the right one and modify it to their needs. Users need to be trained and that is usually followed by some testing using a pilot project.

We used two teams of three people for deployment. We also built some integrations. Maintenance is carried out by an internal two-person team. We provide maintenance for a period after the deployment, and then the customer takes over..”

Lasse Mikkonen

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Principal Consultant at Contribyte

Customer Service and Support

“The technical support team is quite responsive. They strive to resolve any issues within a maximum of 48 hours. Overall, the support from Jama Connect is good..”

Rahul Kumar Jangir

System Engineer at a tech services company with 10,001+ employees

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“The customer service and tech support are not at the top level. That said, they are more than adequate. We got things done and had responsive support, although higher attention depends on the number of licenses purchased..”

Verified user

Senior Program Manager Software at a manufacturing company with 10,001+ employees

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“Technical support answers fairly quickly compared to others like IBM or Atlassian. They also offer quite a good knowledge base for advanced cases and how to plan it, etc. via videos that they provide. They are quite useful..”

Lasse Mikkonen

Principal Consultant at Contribyte

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“Their technical support is quite good.

They have been very responsive, and we have a good relationship with them. We have ongoing discussions about various issues and potential improvements.

They are a bit slow, but I don't have experience with any other large requirements or test management tools. It could very well be the case with other tools as well..”

Verified user

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Sr. Manager - Systems Engineering - Operations at a tech services company
with 51-200 employees

“I think the collaboration with Jama is pretty good, and they listen to us and do a lot of customizations for us to make it work better. Hopefully, it would have been the same with any other company. However, Jama provides essentially 24-hour support. They are also located in Europe. As a result, they are in the same time zone as we are. They also, I believe, have something in Amsterdam and a central European location. They're fine. They also work from a support standpoint, which is critical. Because once you start using, or adopting Jama, you're basically stuck with it. They lock you in..”

Verified user

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Senior Program Manager Software at a manufacturing company with
10,001+ employees

Customer Service:

It has been OK. Last time I looked into it, I thought the license management tools were a little weak. OK for floating licenses but I'd have liked the ability to export records for all license usage to Excel (as the tool does well elsewhere) so I could do my own analysis.

Technical Support:

It's been one of the best aspects of Jama in my experience. The support people will dig for a work-around when I've run into a problem. The creation of an online community at the start of 2015 has been very helpful. There are any number of capable users willing to share their experience..”

Verified user

Software Quality Assurance Embedded Team Lead at a manufacturing company with 501-1,000 employees

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Other Advice

The technical support from Jama receives an eight or even nine out of ten, while IBM's support is rated around a five due to their slower response times. Overall, I would rate Jama Connect eight and a half out of ten, with potential areas for improvement in usability and configurability. I rate the overall solution an 8.5 out of 10.

Lasse Mikkonen

Principal Consultant at Contribyte

[Read full review](#) 

“I recommend the solution to medical life science projects. Jama Connect is easy to use and understand. The interface is simple, and everything you need is just a click away. I rate it a seven out of ten. .”

Rahul Kumar Jangir

System Engineer at a tech services company with 10,001+ employees

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“If you decide to use this product begin with a small use case and then expand. Think about how you will connect your requirement management process to other engineering processes. It's very important to have a clear scope for Jama and also a clear idea of what is not in Jama.

I rate this solution eight out of 10. .”

Lasse Mikkonen

Principal Consultant at Contribyte

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“At the moment, from what I hear from clients and from my own use, I would rate Jama Connect between five to six. I have not considered new improvements for PTC Integrity regarding interface, automation, or AI capabilities, as I am currently too busy migrating from older versions to newer ones. Once you understand how PTC works, it is fantastic and does the job well, making it a professional alternative to other comparable tools. My overall review rating for Jama Connect is five..”

Juergen Albrecht

Managing Director at CCC Systems Engineering Suisse GmbH

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“Insights are readily available within Jama Connect, allowing users to promptly access them through the platform's messaging system. Installers find the system to be straightforward and well-integrated, which enhances its overall effectiveness.

It provides rich metadata, ensuring that every test case directly corresponds to the requirement. Furthermore, it integrates with engineering requirements documents, facilitating interconnectedness and easy access. One of its most notable features is the ability to track coverage and the current status of the product.

Overall, I rate the solution a ten out of ten..”

Nermin Osmanovic

Hardware Design Engineer at a consultancy with 11-50 employees

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“Mining companies are using the solution. I would recommend the solution to other users, depending on what it's used for. I find it quite good and intuitive, and I like it. Its physical layout and the way it presents itself using the icons and graphs are all quite nice. It is particularly helpful for people who don't really know that world very well. I find the solution quite easy for them to learn.

I am technically a user of Jama Connect. The clients are the customers, and they get it from different resellers. I've done training on the product using the in-house support, but the client pays for that. I've been an administrator for different clients to set them up, but I'm not actually the client. I do consultancy work for the clients. So, I'm more just a user and advisor.

Overall, I rate the solution a six or seven out of ten..”

David Wilson

System Engineer at a computer software company with 501-1,000 employees

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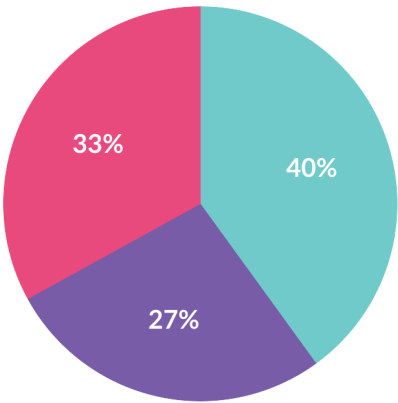
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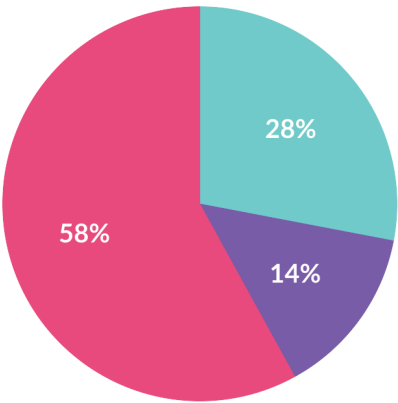
Company Size

by reviewers



Company Size

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Large Enterprise Midsized Enterprise Small Business

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