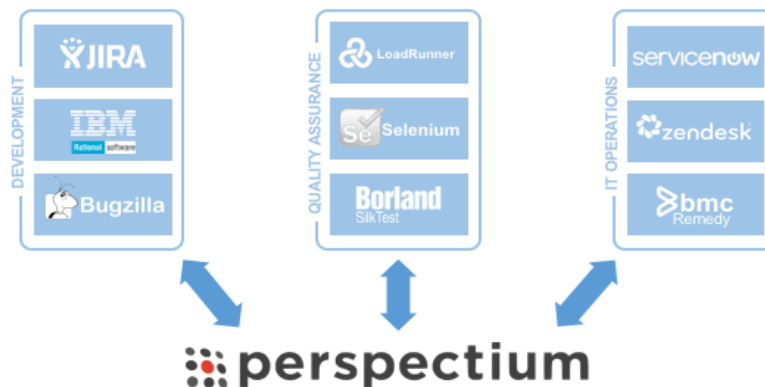# Perspectium and DevOps

At it's heart, DevOps is about improving the relationship between development, quality assurance (QA) and IT operations by advocating better communication and collaboration between those business units. And if you get it right, DevOps can bring significant benefits, including shorter time-to-market, improved customer satisfaction, better product quality, more reliable releases, improved productivity and efficiency, and the increased ability to push the right changes and update internal systems by fast experimentation. So why isn't it just the standard?

Well, aside from the notable cultural differences between the different groups, one of the biggest challenges has always been having the tools used by each group talk to one another. Within any operations department, there will be multiple disparate systems used to track and manage the day-to-day operations of IT. The same situation exists In QA and development departments as well - multiple tools used for multiple purposes, and not connected together.

This was the challenge faced by a global insurance company - who needed a way to connect their service management system (ServiceNow) to multiple instances of their development issue-tracking tool (JIRA). This wasn't an integration that could be handled by a batch job - it needed to be a real-time, bidirectional integration including attachments, comments, workflow transitions and more. We heard a similar requirement at a mid-size MSP, who had a need to consolidate issues from their customers' multiple JIRA systems to their central ServiceNow instance. We have even come across situations where our customers need to consolidate JIRA systems to ServiceNow instances *within* the same department.

By connecting these systems together, our customers tell us that they have better information flow between development and operations teams. The operations staff can see where their escalated problems are going, and how they are being addressed by the developers, and the developers in turn, get to become part of the service management process and have a clear line of sight to the issue that created (for example) the change request in the first place.

Only Perspectium gives you the real-time, bidirectional integration that you require to connect development, operations and QA in a meaningful way. One-way integrations only provide value for one team (which is NOT what DevOps is about), and batch data transfers could easily mean that your development team is spending time on a problem that had already been fixed.