

AGILE ADOPTION RESULTS GUARANTEED

We will keep working with you till you realize your desired results !

Changing the mindset of any organization is not an easy task. When organizations start adopting agile they usually need help “actually doing it.” Santeon provides coaching services for development teams as well as strategic and tactical consulting for senior management. Some of the Agile coaching and consulting work we do with organizations include:

- ▶ Working with management to establish cross-functional teams
 - ▶ Mapping the new agile practices to current organizational process
 - ▶ Defining an Agile process that is CMMI compliant
 - ▶ Aligning the organizational chart with Agile delivery
 - ▶ Working with Human Capital & other departments to integrate Agile
 - ▶ Working with managers to “manage” self-organizing teams
 - ▶ Helping set-up team rooms and story-boards
 - ▶ Designing and setting-up information radiators
 - ▶ Chartering and establishing a vision for projects
 - ▶ Preparing a product backlog and help teams write effective User Stories
 - ▶ Leading and facilitating release & iteration planning sessions
 - ▶ Practicing Agile estimation and contracting
 - ▶ Mentoring sales and marketing on selling Agile to the customer
 - ▶ Setting up tracking tools and charts
- and whatever it takes to create a high-performance Agile organization

"It's only been a couple of weeks and it's amazing that we can already feel a difference from adopting agile practices in our team. For the first time, the whole team is actually communicating effectively. The team morale is very high and customer satisfaction is increasing as we have already delivering high value functionalities to the customer. More importantly, we are delivering faster without sacrificing quality; actually, we are producing much fewer defects."

- Jacqueline Farah
Project Manager
LinkDotNet



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CASE STUDY: RAYA SOFTWARE

BACKGROUND

Raya Software is a fully owned subsidiary of Raya and focuses on providing software development services to clients in the North America, the Middle East, and Europe.

SANTEON SERVICES

Raya Software had a one-year engagement whereby Santeon would help Raya adopt an Agile development process while achieving CMMI Level 3.



RESULTS AFTER 6 MONTHS INCLUDED:

▶ **Substantially Shorter Project Completion Time**

By enhancing communication and collaboration and across the organization and using short iterations, teams became ahead of their initial schedules sometimes realizing a **25% decrease in time-to-market**.

▶ **Unbelievable Increase in Quality**

We made sure that quality was everyone's responsibility, not only the testers. By creating cross-functional self-organizing teams Raya witnessed a **45% reduction in the number of defects** found after final delivery.

▶ **Unprecedented Customer Satisfaction.**

Agile processes harness change for the customer's competitive advantage. Raya's **customers are extremely satisfied** and have mentioned that they are impressed by the team's "willingness to go the extra mile in making the customer happy." Raya has **already received repeat business** from their customers.

▶ **Dramatic Decrease in Employee Turnover**

In only 6 months Raya witnessed a **19% decrease in employee turnover**. In the first half of 2008, the turnover rate was 24%. In the second half of 2008 (when Agile was introduced), the turnover rate dropped dramatically to 5% and continued as such till the date of this report (June 09)

"It's not easy to make a decision to totally change the way your company performs its core function. It is even more difficult when this major change to a world-leading methodology is done at a time when none of your local competitors have made the move to this new methodology. However, this decision is made much easier if you have a world-class consulting partner helping you as you make this transition. This is exactly what we got working with Santeon. We highly recommend Santeon and we highly recommend adopting agile practices."

Ali Zewail, General Manager
Raya Software