



AGILE GENESIS

## AGILE GENESIS CASE STUDY DELIVERING ON TIME WITH AGILE COACHING



### Introduction

A leading provider of research administration software, our client serves top-tier universities and research institutions. When tasked with delivering a unified digital platform, they faced a gridlock. However, the challenge lay not in the suite's capabilities, but in the Agile execution of its continuous development. Timelines were tight, and the team struggled with undefined features and unclear Agile processes. The need for Agile coaching was clear.

### Engagement Overview

Agile Genesis was engaged to catalyze the development process. The approach was multifaceted, targeting both process and people, and involved on-the-job coaching, continuous process evaluation, professional development, and strategic talent acquisition.

### Strategy and Execution

- **On-the-Job Coaching:** Agile coaches were embedded within teams, providing real-time guidance and ensuring Agile principles were not only understood but also practiced.

- **Inspect and Adapt Framework:** Regular review sessions were introduced, evaluating processes, addressing impediments, and fostering a culture of continuous improvement.
- **One-on-One Sessions:** Targeted one-on-one coaching sessions with team members, leadership, and stakeholders built Agile competencies at all levels.
- **Interim Role Placement:** Agile Genesis supplied interim leaders to model Agile behaviors, demonstrate effective practices, and establish a strong Agile foundation.
- **Talent Identification and Onboarding:** Agile Genesis identified and onboarded candidates who were not only technically proficient but also aligned with Agile values.

## Outcomes

- **Timely Platform Delivery:** The digital platform was delivered on schedule, meeting the critical deadlines required by the client's customers.
- **Elevated Customer Satisfaction:** Closer collaboration that was more customer-centric led to heightened customer satisfaction, as the product not only met but exceeded user expectations.
- **Team Velocity Amplified by 10X:** Implemented changes resulted in a tenfold increase in team velocity, achieving a level of hyper-productivity.
- **Empowered Teams:** Teams became self-organizing and more autonomous, with a clear focus on delivering value.
- **Enhanced Collaboration:** Communication barriers between full-time employees and contractors dissolved, leading to a seamless and integrated workflow.
- **Leadership Evolution:** Leaders and stakeholders grew more Agile-minded, aligning decisions with Agile principles and practices.

## Impact

The client not only met the delivery deadline but did so with a platform that exceeded the expectations of their Ivy League clientele. The features were not just delivered; they were crafted according to the client's expectations through a refined Agile process.

## Conclusion

The success story of our client is a testament to the transformative power of Agile coaching. Through targeted strategies and expert guidance, Agile Genesis helped pivot a potentially precarious situation into a triumphant example of Agile excellence.