

CASE STUDY



KYIVSTAR REDUCES TIME-TO-MARKET UP TO 30% WITH AGILE TRANSFORMATION

Client Background

Kyivstar is the largest mobile network operator in Ukraine providing mobile and fixed communication, data transmission, and international communication services using a range of fixed and wireless technologies, including broadband networking 3G. The company (founded in 1994 by the citizens of Ukraine) is a subsidiary of the largest international telecommunication group Vimpelcom Ltd (the Netherlands). The shares of the group are held in the NASDAQ stock exchange. Currently it provides coverage and accessibility to 26 million numbers of mobile subscribers, which makes 42% of the total Ukrainian market.

Business Challenge

In order to significantly improve TTM (Time-To-Market) and effectively respond to changes in the market, our client focused on SDLC (Software Development Lifecycle) process transformation and optimization. Since Kyivstar had in-house and 3rd party software managed by different distributed teams using mostly customized waterfall methodology, it was important to consider industry standards and rely on a single and unified Agile methodology and toolset. The main challenges for our client's IT department included:

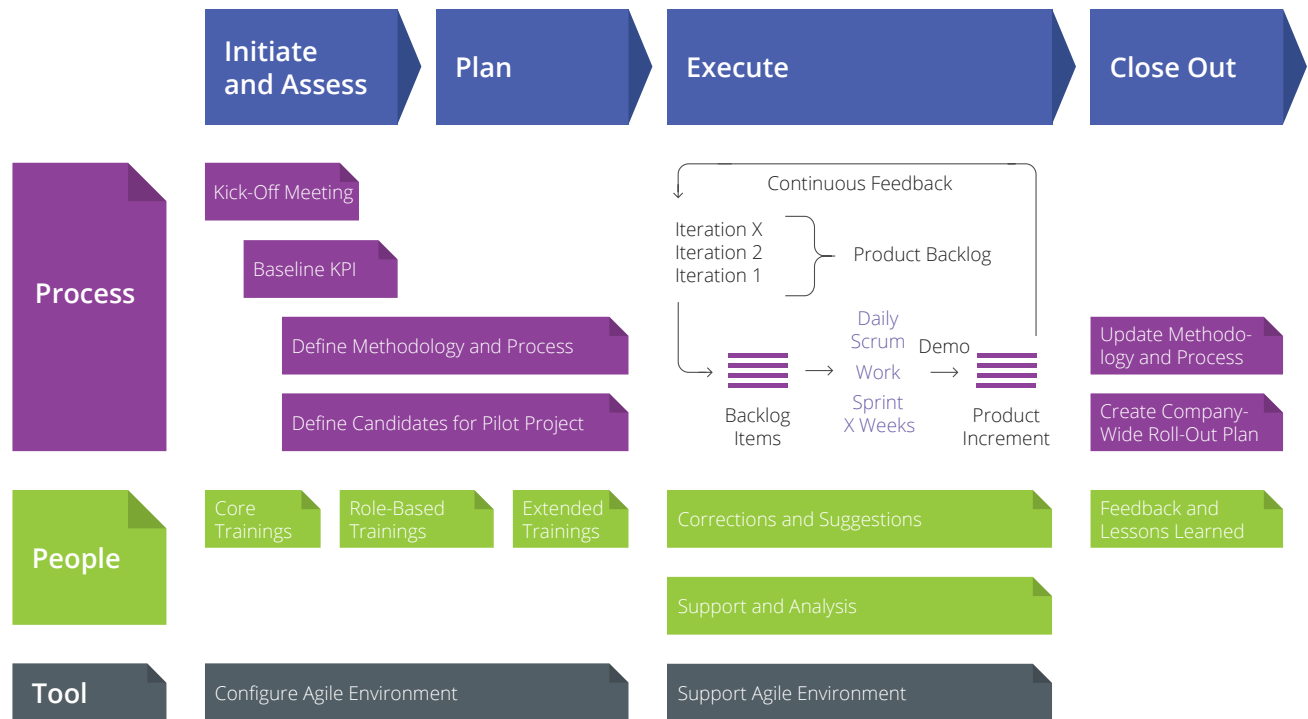
- The cost of SDLC (which was one of the major components in the TCO (Total Cost of Ownership))
- Lack of process agility, transparency and predictability
- Slow response to change
- Low team productivity

Project Description

A joint team of SoftServe and Kyivstar experts created a strategy to address business challenges at the root level while minimizing risks associated with its execution. To successfully execute the strategy, SoftServe utilized phase-based approach that verified Agile methodology concept on two pilot projects and prepared grounding for a wide Agile methodology roll out:

- During the **initiation and planning phase** SoftServe, with the client team, established a unified SDLC ecosystem based on Atlassian toolset in integration with in-house and 3rd party solutions. They also defined target processes, their metrics and KPI's to measure team productivity and performance. SoftServe Agile experts conducted a set of trainings for pilot project team members to ensure their expertise and high level of competence.
- During the **execution phase**, the project team assembled quantitative data to manage processes that improved overall team efficiency and productivity.
- During the **close out phase**, the team collected and processed pilot projects outcomes and client feedback to develop a detailed plan for wide Agile methodology roll out. As a part of the roll out plan, SoftServe executed express portfolio analysis (using its own Portfolio Analysis Framework) that resulted into the list of products and projects for further Agile transformation.

SoftServe's Agile Transformation Approach



Value Delivered

Key benefits delivered to Kyivstar:

- Control/visibility of workload and resource allocation increased efficiency and reduced Time-to-Market and ongoing release cycle up to 30%
- Transformation and optimization of process improved the effectiveness of work and the quality/variety of services they provide to their mobile subscribers up to 30%.
- The ability of iteratively collect the qualitative and quantitative data (metrics) improved predictability of software in time, scope, quality, and cost.
- Automation and simplification of DevOps practices shortened development life cycle and increased team productivity up to 14%.
- According to the results of CSAT survey, collaboration and communication between business stakeholders and IT department were significantly improved up to 80%.

ABOUT US

SoftServe is a global digital authority and consulting company, operating at the cutting edge of technology. We reveal, transform, accelerate, and optimise the way large enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation – from generating compelling new ideas, to developing and implementing transformational products and services. Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

Ultimately, we empower businesses to re-identify their differentiation, accelerate market position, and vigorously compete in today's digital, global economy.

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