

CASE STUDY

WEB SECURITY SOLUTIONS PROVIDER INCREASES TEAM PRODUCTIVITY BY 80%

Client Background

Our client provides world-class cloud-based web security solutions for distributed enterprises. Users are protected everywhere, whenever they are using Cloud Web Security, through the client's worldwide threat intelligence, advanced threat defense capabilities, and roaming user protection.

Business Challenge

Our client needed to increase the productivity of their Customer Portal project team and enable the delivery of the same amount of project work with a smaller team freeing up resources to redeploy to other projects.

But it was important to improve team productivity without any negative impact on the Customer Portal product quality. For the same reason the client wanted to assess, quantify, and baseline quality attributes of the Customer Portal product and identify opportunities for improvements in this area as well.

Project Description

Maximizing operational efficiency and, in particular, the performance of teams and processes is one of SoftServe's core consulting practices. SoftServe and the client company proactively extended their partnership and launched the initiative to optimize operational efficiency of the Customer Portal team.

SoftServe's Agile experts worked in tight collaboration with the client's representatives and successfully applied rigorous performance optimization methodology to increase the Customer Portal team's agility and efficiency. At the same time they also boosted and sustained productivity of the team without compromising product quality or delivery predictability.

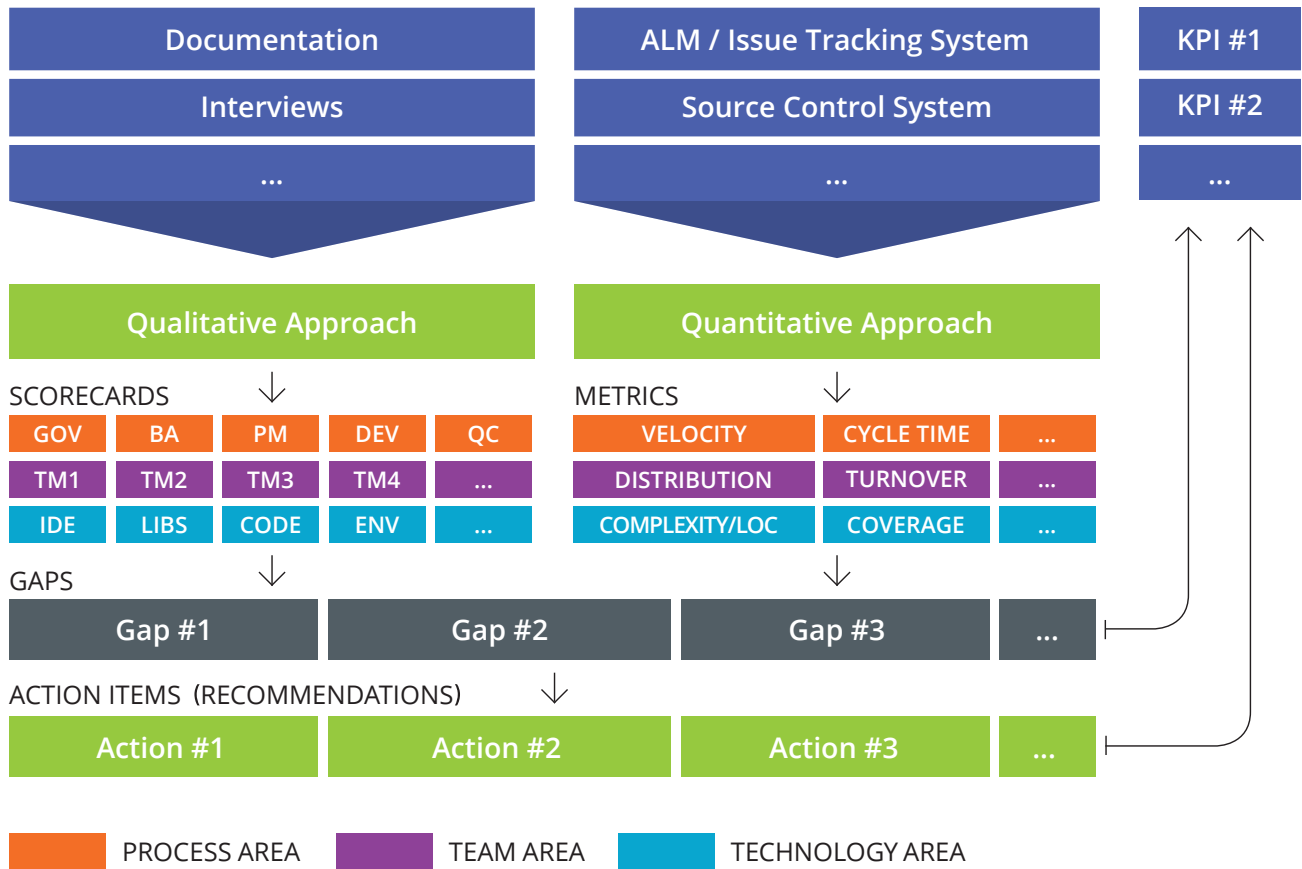
SoftServe and the client conducted 2 consecutive projects – Assessment and Implementation. During the Assessment project (performed by the client), SoftServe experts created the following baseline for further productivity improvement:

- Defined and baselined target KPIs and metrics for the team to measure improvement progress, team productivity, product quality, and delivery predictability
- Applied quantitative and qualitative techniques of data and information collection in the following key performance areas: Process, Technology, Team, and Toolset
- Identified major opportunities for team improvement including quantification of their impact on target KPIs and metrics
- Conducted cost/benefit analysis to identify and prioritize the improvements that will yield positive result as soon as possible
- Created an action plan and implementation roadmap to guide the improvement process

The Assessment revealed the following major areas for improvement:

- QC process cycle reduction via better integration and QC process automation
- Technical debt reduction by refactoring the product code used in major development scenarios
- Team structure improvements
- Integration management improvements preventing or reducing the number of blockers during sprints, which could potentially jeopardize team sprint commitments

The following diagram indicates major elements of the methodology applied during the Assessment project.



Such a rigorous approach allowed a highly reliable statistical performance optimization model to be built, which predicts the lower and upper performance ranges of the team after implementing all improvements.

SoftServe and the client worked closely together on the Implementation project having achieved significant team productivity improvements within 6 months, and without compromising the Customer Portal quality or predictability of the delivery process.

Value Delivered

This collaborative work achieved the following results:

1. Team productivity increased by 80%
2. Reduced cost per Story Point by 45%
3. Improved predictability by reducing the team's average Velocity Variance down to 10% - 15%

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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