CUSTOMER SUCCESS STORY

# Scaled Agile Delivery of a Enterprise Solution with 25% Schedule Compression

## ABOUT THE CLIENT

The client is a global communication & information technology provider with 90+ products and 2000+ global customers. Its end customers include 400+ international airlines, 1000+ airports and multiple sovereign governments.

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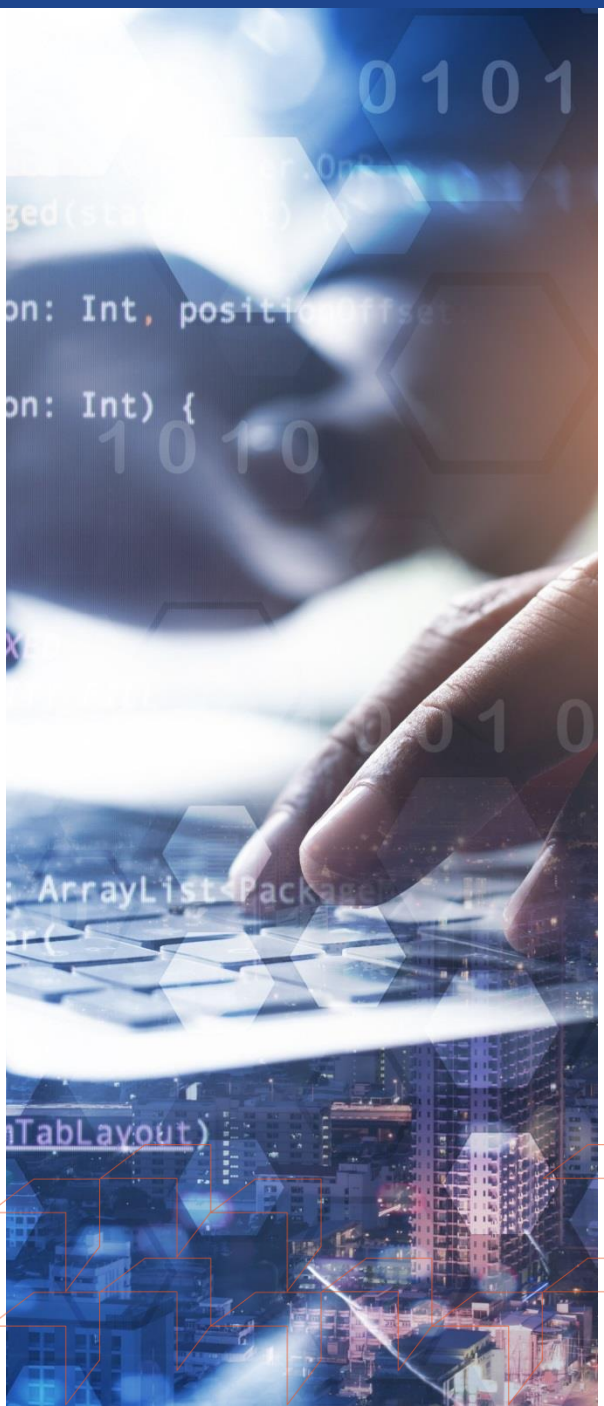
SCALED AGILE DELIVERY OF ENTERPRISE SOLUTION WITH 25% SCHEDULE COMPRESSION

IGT SOLUTIONS

## Business Challenge

The client was building a Risk & Security Management solution for several sovereign governments. It was a large enterprise solution that involved global implementation, departmental customizations, and multiple integrations. There were major hurdles in the delivery of the solution:

- 25% schedule compression due to business mandates
- Legacy software system not scalable and re-architecture was must
- 100+ integrations at the customer location
- Engineering teams have to be stationed across Europe, Asia, and Australia



## Business Need

The Border Control solution will allow the various government departments to identify, monitor and manage visitors / travellers as a part of Immigration & Border control. The system should:

- integrate with multiple globally distributed data providers & systems of record.
- refresh real-time for effective decision making.
- deploy customised version for multiple departments, across geographically distributed sites, which need to be in real-time sync.
- be built leveraging agile methodology to provide clear insights to business.
- provide real-time intelligence by modernizing data architecture and infrastructure – requirement to roll-out a re-architected core product, leveraging service- oriented architecture.
- deliver integrated solution to customer with various components built by engineering teams distributed cross Europe, Asia & Australia at end-customer location.

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## Solution

The client selected IGT as it program partner to deliver the solution to the end-customer. IGT scope included product engineering services, enterprise system integration, and operational rollouts at customer locations. IGT leveraged its extensive domain and technology expertise, and enterprise project & program management experience to collaborate with client & end-customer teams to successfully deliver the solution.

The solution included a custom Scaled Agile program delivery model best-fitted to address the challenges and the specific business needs. The elements of the solution included:

- Forming a large globally distributed cross-function agile team of experts.
- The team included Project Managers, Architects, Product Owners, Business Analysts, Developers, DevOps Specialists, Quality Assurance Specialists, System Integration & Operations specialists.
- Teams distributed between end-customer location and various global locations.
- Designed a program delivery model leveraging Scaled Agile principles with 20+ Agile Release Trains delivering in cadence – various covering product definition / backlog refinement, software engineering / development, enterprise system integration & operational rollouts / customer acceptance.
- Created and implemented measurable metrics and KPIs across various streams to accurately assess and improve delivery performances across agile teams.
- Software engineering development done using tailored Agile Scrum framework to provide clear insights to business .
- Enterprise system integration done leveraging a mix of Agile & V-Model best practices.
- To manage the project schedule compression (25%), leveraged multi-geography distributed model for Continuous Integration & Continuous Delivery extending overall productive sprints.
- System components built & integrated by engineering teams distributed cross Europe, Asia & Australia leveraging time-zone advantages.
- Program level cross-functional team co-located with end-customer for requirement & deliverable sign-offs.
- Sustained average productivity between 29 to 31 work hours per function points (Mark II Adjusted Function Points) delivered across the agile teams (for full SDLC load).

## Benefits

**30%**
cost savings leveraging customized delivery model

**1 million+**
travelers benefited by modernized Border Control solution'

**100+**
globally distributed internal & external systems integrated over enterprise service bus

**75% reduction**
release deployment and handover time leveraging automation & continuous monitoring

**Real-time**
sync across multi-site globally integrated system

## Tools & Technologies

MS Project, JIRA, HP ALM Quality Centre, ServiceNow Mix of Collaboration tools like Skype / Teams / Webex, Klocwork, SonarQube, Blackduck, JMeter, Loadrunner, JMeter, Web-Inspect, QTP, Selenium, Ansible, Jenkins, MS .Net platform, Open Source Development, Java Platform, Oracle & IBM middle-ware, data storage & real-time synch solutions, MS Office, RedHat & Microsoft Operating Systems

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