AgileSparks
Challenging your comfort zone

CASE STUDY

Atera revolutionizes the value and speed of its delivery cycles with AgileSparks.

Atera is the developer of an all-in-one remote monitoring and management (RMM) and professional services automation (PSA) platform for Managed Service Providers and IT Professionals, built with a dispersed workforce in mind. With more than 5,000 customers in 75 countries, Atera's intuitive predictive automation solution offers MSPs and IT professionals improved operational efficiency, seamless integration and end-to-end management at industry-disruptive pricing.

The challenge

At the time of our engagement with Atera, the company was looking to improve the speed and delivery of product enhancements and new features. As a successful start-up, Atera knew that the next stage was to make the transition to a company that could deliver at pace and scale. At this time, more than half of the capacity of R&D was spent on rework, time which could be better used to add value elsewhere.

There was also a cultural barrier to overcome. Atera had attempted to adapt Agile working methods into the company on their own, and felt that it had caused damage. This had left some key employees with skepticism and disillusionment.

AgileSparks solutions

AgileSparks started off their relationship with Atera in late 2018 by holding a management workshop that included leaders from the entire organization, spanning R&D, HR, Customer Success, Finance, and Marketing departments. This supported the initiative in starting strong, getting buy-in and support from all the necessary areas of the business.

AgileSparks then assisted Atera in the design and launch of its Agile transformation, including training and kickoff of the Agile teams. Moving forward, AgileSparks then supported Atera with coaching and guidance, covering both the leadership and the team members to get the best out of Agile.

Results

Shortened Release Cycles: Atera has now shortened the time-to-market from concept to delivery of new features by 50%, and has increased the frequency of delivery for high-impact features by 75%, all by working smarter not harder.

Improved Ability to Scale: The smooth 'no drama' delivery model makes it easier for Atera to reach their goals, scaling fast without over-reliance on resources, making the transition to a growth company.

Deepened Staff Engagement: Atera employees now feel part of a fast-paced machine, seeing the results of Agile working practices on their output, productivity and free time. This has added satisfaction across the organizatio.

Streamlined Business Operations: Data-driven decision making is now part of business as usual, with best-practices being used at every stage. As a result, there is a significant improvement to working practices and product, too.

> *Having Agile is like going from high school basketball to suddenly playing in the NBA. And winning. Since adopting Agile, we've released more features, updates, innovations and fixes than we ever thought possible. 3 weeks at a time. Our customers are going nuts. They think we're working so much harder. But we're just working smarter. The ultimate success of Atera is now founded in Agile. We're eternally grateful and cannot possibly recommend AgileSparks, and our rockstar coach Roni Dolev Tamari, highly enough."*

Gil Pekelman,
CEO Atera.