AgileSparks
Challenging your comfort zone

CASE STUDY

Click (a Salesforce company)
Improving delivery speed, predictability and quality by reducing bottlenecks and organizational silos

ClickSoftware, a Salesforce Company since 2019, offers automated mobile workforce management and service optimization solutions for enterprise and small businesses, both for mobile and in-house resources. The company includes over 700 employees in offices in North America, EMEA, and APAC.

The challenge

"Silo mentality" created bottlenecks and inefficient handling of dependencies between teams, mainly – DevOps, Stress Lab and Automation. Low transparency and visibility of the actual progress due to organizational silos - R&D and Product had a direct negative impact on predictability and product quality.

AgileSparks solutions

- Management Workshop with managers at all levels, including R&D, Product and DevOps, to create a shared vision.
- Defining a unified tool and an agreed product backlog that includes functional and technical backlog items.
- Training everyone - Product Owners, Scrum Masters and all teams.
- Designing and launching an Agile Release Train (ART) that includes ~120 people.
- Program Increment Planning.
- Biweekly train sync meetings.
- Stable cadence across the company - 2 weeks sprint at the team level and 3 months PI (quarterly) planning events.

Results

- DevOps bottlenecks in the teams reduced by 95%
- Performance labs bottleneck reduced by 80%
- Predictability improved from 60% to 95%

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> *Click was founded in the late 1990's, and in the last couple of years we embarked on a journey to modernize our technologies and processes. The move to Agile, DevOps and SAFe was one of the main enablers for our dramatic improvement. With visibility came the ability to identify and resolve bottlenecks, which made us faster, more predictable and able to release with higher quality. The PI Planning event was a game-changer. It allowed us to synchronize teams and align them with Product people. All of a sudden we were able to give our clients a clear roadmap and timeline, which was something they valued greatly. The change was not easy and a lot of mindset challenging was required. AgileSparks support was incredible. Without the trust they were able to achieve across departments and managerial levels, and without their deep knowledge in Agile and change management, this would not have been possible."*

Meny Duek,
VP R&D
Click