**PM-Partners** group

# Case Study:  Re-platform existing technology to 'the cloud'

**Challenge:**   Our client, a leader in customer acquisition and retention strategies, was seeking a specialised partner to provide advisory, delivery and Agile capability uplift services across their programme to re-platform their contact centre technology to the cloud.

**Solution:**
» PM-Partners facilitated a two day workshop to kick off the Programme.

» A PM-Partners Agile Coach was engaged for twelve weeks to collaboratively work with the streams across the Programme.  Our Agile Coach helped embed the Agile Framework and coached team members to apply *Agile thinking* to their way of working.

» PM-Partners delivered a one day DSDM Training course to uplift the team's Agile Capability.

**Result:**   Agile capability was uplifted across the Programme (see graph) and resulted in the benefits described below:

» Increased ability to define and plan work

» Increased visibility of work (Jira)

» Early detection, and therefore resolution, of blockers

» Closer collaboration with vendors

» Tighter control over programme scope at a sprint level. Sprint scope increased by 119% in sprint 3. Subsequent sprint scope was maintained at less than 10%.



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