

IHS Markit Delivers More Value to its Customers with CA Technologies and Agile Development Methodologies



CLIENT PROFILE

Industry: Information, Analytics and Insight

Organization: IHS Markit

Employees: 13,000

BUSINESS

IHS Markit's subject matter experts and industry specialists provide more than 50,000 business and government customers with the reliable, accurate data they need to address strategic and operational challenges.

CHALLENGE

As the company's focus is evolving from data and information to product development, IHS Markit needs to be able to rapidly create software products that meet customer needs.

SOLUTION

IHS Markit has been able to accelerate its Agile journey with training from CA Technologies Agile coaching and consulting services. CA Agile Central supports 1,100 users across 150 geographically dispersed teams.

BENEFIT

With Agile maturity growing at IHS Markit, development cycles have been shortened and regression testing reduced. The company has also been able to bring together formerly disparate departments, deliver products faster and safeguard its competitive edge.

Business

Intelligence for today's global organizations

Companies worldwide rely on IHS Markit to provide the reliable, accurate data they need to address today's strategic and operational challenges. The company's global team of nearly 13,000 employees provides organizations worldwide with the information, analytics and expertise that inform decisions in everything from day-to-day operations to long-term investment.

Headquartered in London, IHS Markit has more than 50,000 business and government customers, which it provides with a range of business services including consulting, market insights and forecasts, software, training, risk management and engineering knowledge.

IHS Markit was formed in July 2016 when data handling experts IHS and financial information and services company Markit merged.

Challenge

Shaping the company

To keep up with customer demand, IHS Markit is currently evolving from a data and information company into a more product-focused organization, which means its software development capabilities are more important than ever before.

Having grown from a series of acquisitions, however, the company is hugely diverse, which created a number of challenges. Andy James, Vice President, Product Development, Energy at IHS Markit, explains, "We wanted to bring our customers value from all our independent activities, which meant establishing a more collaborative culture in software development and beyond."

To ensure it can rapidly deliver high quality products that meet customer needs, IHS Markit had started to use Agile methodologies across the organization. "We recognized that Agile was the anchor that we needed to build a consistent mindset across the company. It would enable us to instill consistency and discipline," comments James.

But Agile maturity – along with company culture and employee mindset – varied massively across teams.

Solution

Thinking the Agile way

“With CA Agile Central, we can quickly see how teams are doing without burdening them with excessive data entry.”

Andy James

Vice President, Product

Development, Energy, IHS Markit

To accelerate its Agile journey, IHS Markit started working with Rally, now CA Technologies, in 2012. “CA Technologies has proven strength in Agile transformation and was prepared to make a long-term commitment – not just do training and walk away,” says James.

CA Technologies experts helped the company understand the value of Agile at every level of the organization – from developers and testers to senior executives. “We chose a bottom-up approach to growing Agile within the organization, but leadership support was vital to ensuring it was a success,” adds James.

The Agile coaches helped IHS Markit establish an Agile Community of Practice, which brought together experts and encouraged greater collaboration and communication. They also provided local coaching and training on Agile methodologies. “CA Technologies experts listened to the concerns our teams had, led thought-provoking discussions and helped us build enthusiasm for Agile,” explained James. “The coaching helped us understand what defines Agile success and even start to change the language of the business.”

A solid foundation for Agile

During the coaching sessions, IHS Markit quickly recognized that its existing tool was no longer adequate to support its development processes. “Our previous Agile tool was focused on the developer and didn’t engage the product owner,” adds James.

IHS Markit adopted CA Agile Central in June 2013 after a successful pilot project. By July 2014, more than 1,100 users were using the solution to support the development of web platforms, desktop software, databases and web crawlers.

CA Agile Central is now the foundation for IHS’s Agile capability, enabling around 150 geographically dispersed teams to work effectively together regardless of location. “With CA Agile Central, we can quickly see how teams are doing without burdening them with excessive data entry,” explains James. “Its powerful metrics enable us to identify opportunities to provide additional support to teams without taking ownership and autonomy away from them.”

The company also joined the CA Technologies Agile Success Program for 12 months in 2014. The CA Agile Success Program (ASP) is a partnership between customer organizations and a team of trusted advisors from CA Technologies who are committed to delivering on the promise of business agility using the CA Agile Central platform. By providing guidance and support on the effective adoption and sustained use of CA Agile Central and Agile methods, ASP helps organizations deliver continuous improvement, improve ROI and maximize business success. “The program helped us ensure teams were using CA Agile Central effectively and establish good practices,” says James.

Benefit

Delivering more value to customers

“With Agile, we can focus on delivering more value to our customers.”

Andy James

Vice President, Product
Development, Energy, IHS Markit

By working with CA Technologies, IHS Markit has been able to establish a groundswell around Agile that has proved key to fostering a new company culture. “Agile adoption has been almost viral,” reveals James. “Teams are clamouring to be involved and we have a back-log of people to coach and train.”

As a result, IHS Markit is now seeing more reliable and consistent software delivery across the organization. “Agile maturity means teams are able to identify and mitigate software delivery risks, resulting in shorter development cycles,” confirms James.

Using CA Agile Central provides the visibility teams need to identify and eliminate defects earlier in the development cycle, which increases application quality and reduces the time spent repeating manual regression tests due to failures.

“Agile has also invigorated the company and helped build a foundation of trust between software development teams and their internal customers,” adds James. “This represents a significant change, as we had previously been very siloed.”

Working with CA Technologies has also helped provide much greater transparency into workload and prioritization, as James explains, “CA Agile Central along with CA Technologies experts have helped extract and analyze company-wide data that provides insights into trend analysis and areas for improvement.”

With an Agile approach to software development, IHS market is able to:

- Bring together formerly disparate business departments
- Rapidly deliver the products customers need
- Safeguard its competitive edge in a rapidly changing market.

The company is now involved in a continuous Agile journey driven by the business that has resulted in a shift in behavior across the IT organization. “Agile is now infused into our culture, from the leadership teams down to the technical teams, so the whole organization is working together,” explains James. “With Agile, we can focus on delivering more value to our customers across all our business areas, which improves competitive advantage.”



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