

# TeamQuest Boosts Customer Satisfaction with Faster Product Releases Using Rally®



## Client Profile

**Industry:** IT Services and Solutions

**Company:** TeamQuest

**Employees:** 175

## Business

TeamQuest is an IT optimization company, working with medium-sized to large-sized IT organizations to help control costs, avoid risks and add value.

## Challenge

To meet its release deadlines for new products, the engineering team needed to align its team and practice more efficient processes. It also needed a dedicated solution to track progress and provide real-time reporting.

## Solution

TeamQuest implemented Rally® (formerly Agile Central) and used agile coaching services to help it adopt Scaled Agile Framework (SAFe) methodologies.

## Benefit

TeamQuest can now release new products every quarter instead of twice a year. The agile adoption has been so successful for the engineering team that the company is looking into how it can benefit its customer support team.

## Business

### Making IT better

TeamQuest works with medium-sized to large-sized IT companies to optimize their IT infrastructure and to add greater value to their business. TeamQuest's innovative solutions provide transparency, analysis, prediction and support from one single, integrated platform.

With a passion for making IT better, TeamQuest aims to eradicate performance issues for its customers while enabling smarter business decisions, transcending the boundaries between IT and business.

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## Challenge

### Bringing development teams together

TeamQuest provides solutions, products, and services to some of the largest and most successful companies in the world. To integrate with customers' IT infrastructures, TeamQuest's products need to be versatile, flexible and robust. They must evolve to meet customer expectations and that requires a dynamic and responsive engineering team.

To support the sales side of the business, development needs to operate seamlessly. Historically, this has been an ongoing challenge for TeamQuest. Tracy Anderson, Director of Engineering, explains, "If the engineering team experiences scope creep, we risk missing our release deadlines."

The team worked from individual cubicles, making communication and collaboration difficult. This caused delays in the development process as users were isolated from each other and lacked a single source of truth. Without a dedicated development solution, the team also struggled to provide accurate reports on their work, which made it much more difficult to identify potential issues before they caused disruption.

Anderson comments, "Our standard practice was to release software twice a year. The process was so complex that it was taking a year to get the features for each release ready, by which time business changes might mean the product or feature is no longer required."

Unable to release new software in a timely fashion, the engineering team was struggling to support the sales department, causing low morale and impacting staff satisfaction.

## Solution

### Implementing an agile framework

In 2013, TeamQuest started to look for a solution that could support faster and more agile development methods. “Rally stood heads above the rest,” recalls Anderson. “We were particularly impressed with its customizable reporting feature and software development kit. Implementing the solution was a revelation for us - we finally had a tool with the data and visibility we needed.”

The company decided to migrate the entire engineering department to the Scaled Agile Framework (SAFe) methodology, and brought in agile coaches to help. Agile coaches provided a thorough on-site assessment to identify where the company could make improvements and to ensure its users were following the methodology correctly. “Our coach really wanted us to succeed and worked closely with our teams to make it happen,” reveals Anderson.

### Greater efficiency and faster releases

The first change that TeamQuest made was to bring its development teams together. “We started by removing the physical boundaries - we knocked down the cubicle walls!” explains Anderson. “We identified agile champions who were excited about change and passionate about what we were doing. Inspiring the teams from within was really crucial in the success of our agile adoption.”

In just two months, the engineering team was working together, enthusiastic and engaged. “We’re following SAFe to the letter now,” says Anderson. “And in just the first six months of adoption we were already meeting more release dates.”

With Rally, the team can track every step of every project with a single repository for artifacts, stories, and features. Accurate, real-time reports are delivered to executives, and the solution’s capacity planning capabilities help the team to identify how they can meet deadlines and shorten the development lifecycle.

Smarter planning has enabled TeamQuest to release new products at least once a quarter; and the team is now able to respond to on-demand requests. “The agile journey is never over. With the coaching we’ve incorporated continuous improvement into our planning process, knowing that Rally gives us the visibility to identify where improvements can be made,” adds Anderson.

## Benefit

### Meeting customer expectations

With agile coaching and Rally, TeamQuest has transformed how it launches new products. “We were told to expect a 50 percent increase in quality and productivity,” comments Anderson. “Within the first six months we’d met that target, and we haven’t missed a single release date despite releasing more products.”

By shifting ownership of projects from decision-makers to the engineering team, employees are more motivated and more productive. This means they can react quickly to sudden changes in scope and deal with new requests from the sales team.

With Rally and SAFe methodologies, TeamQuest has been able to achieve the following goals:

- Release new products and features in line with customer demand.
- Increase predictability and flexibility in the development cycle.
- Safeguard its reputation as an innovator.

“Morale in the engineering team is through the roof. We’re now the gold standard of quality for the rest of the company, and the customer service team is set to follow in our agile footsteps,” concludes Anderson. “With more and more releases every year, we’re achieving our ambitions of being a modern software development factory and bringing great products to our customers.”



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