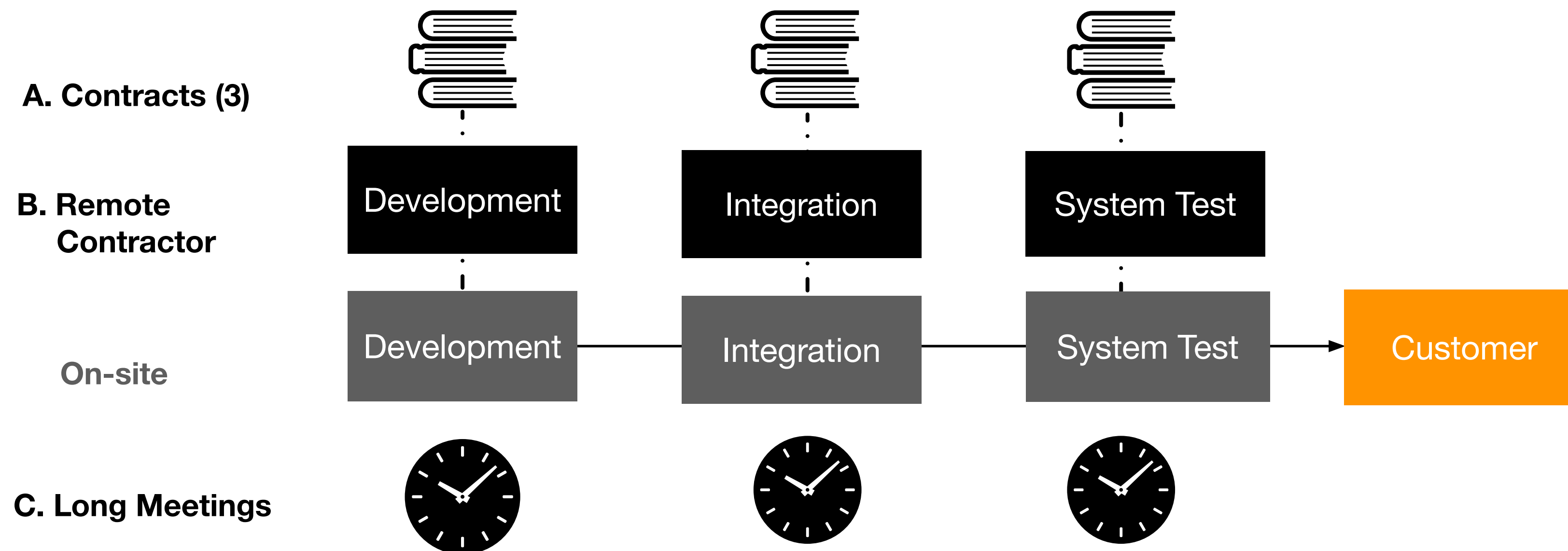# Case Study: SaaS Telco-AI

Cloud-based intelligent telco services w/ high availability & stress resilience

Major Challenges

A. Contract overhead for siloed external teams of same contractor (x3)
B. Communications & accountability issues for distributed teams (avg 7w cycle time)
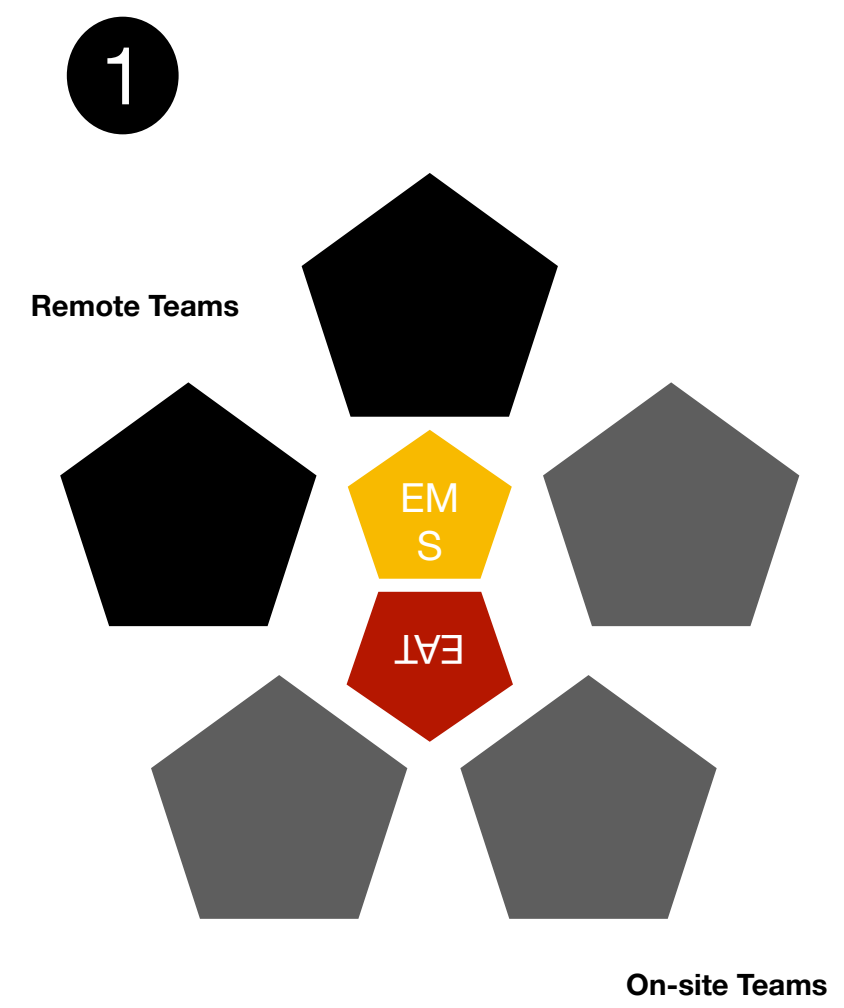C. Uneven flow due to long meetings (CFD)

A. Contracts (3)

B. Remote Contractor

| Development | Integration | System Test |

On-site

| Development | Integration | System Test | Customer |

C. Long Meetings

SCRUM
@SCALE

New S@S Organization

Transformation Backlog

As an Agile Leader, I need to implement an Executive Action Team, so that my organization can scale sustainably.

1
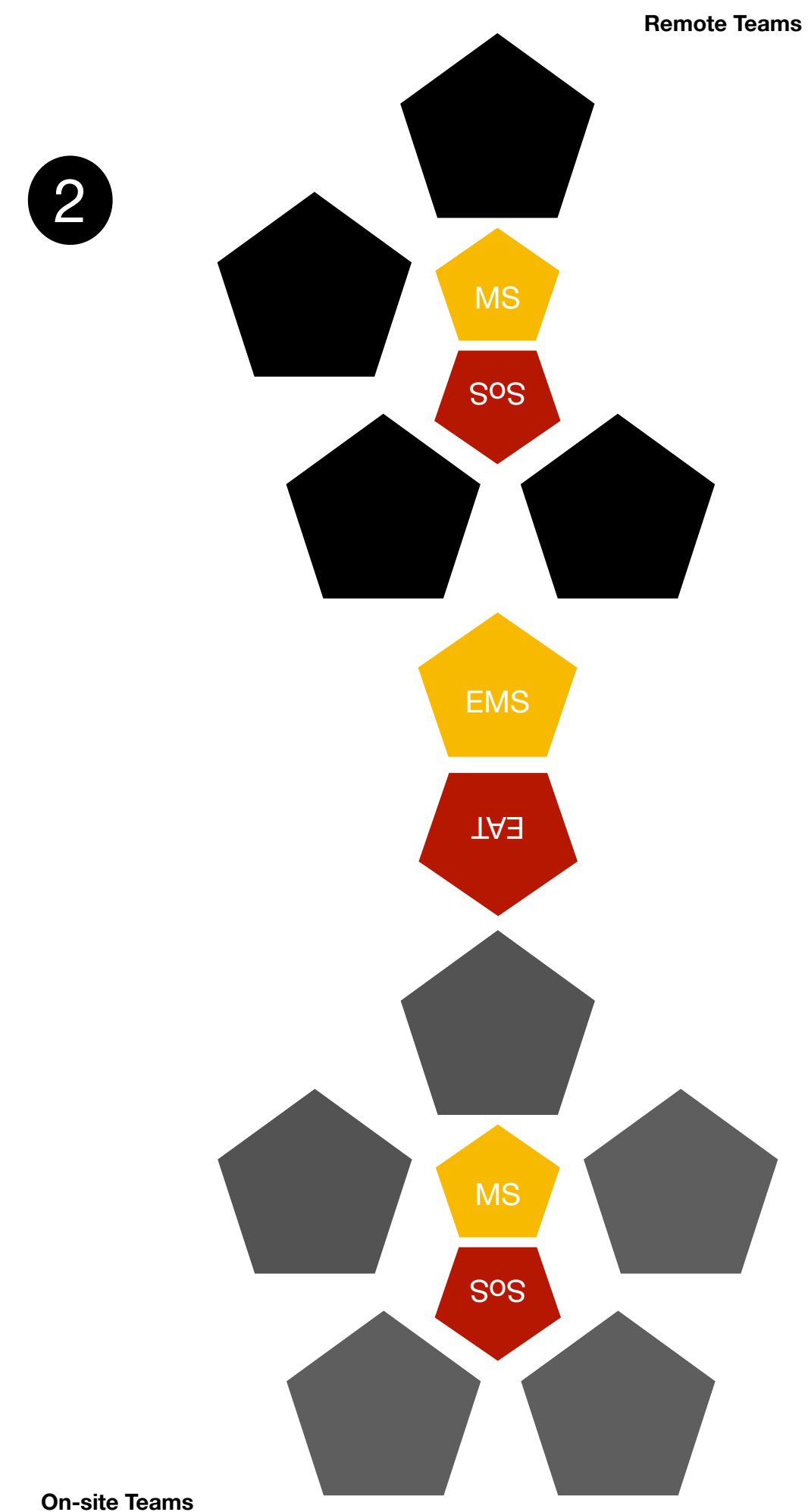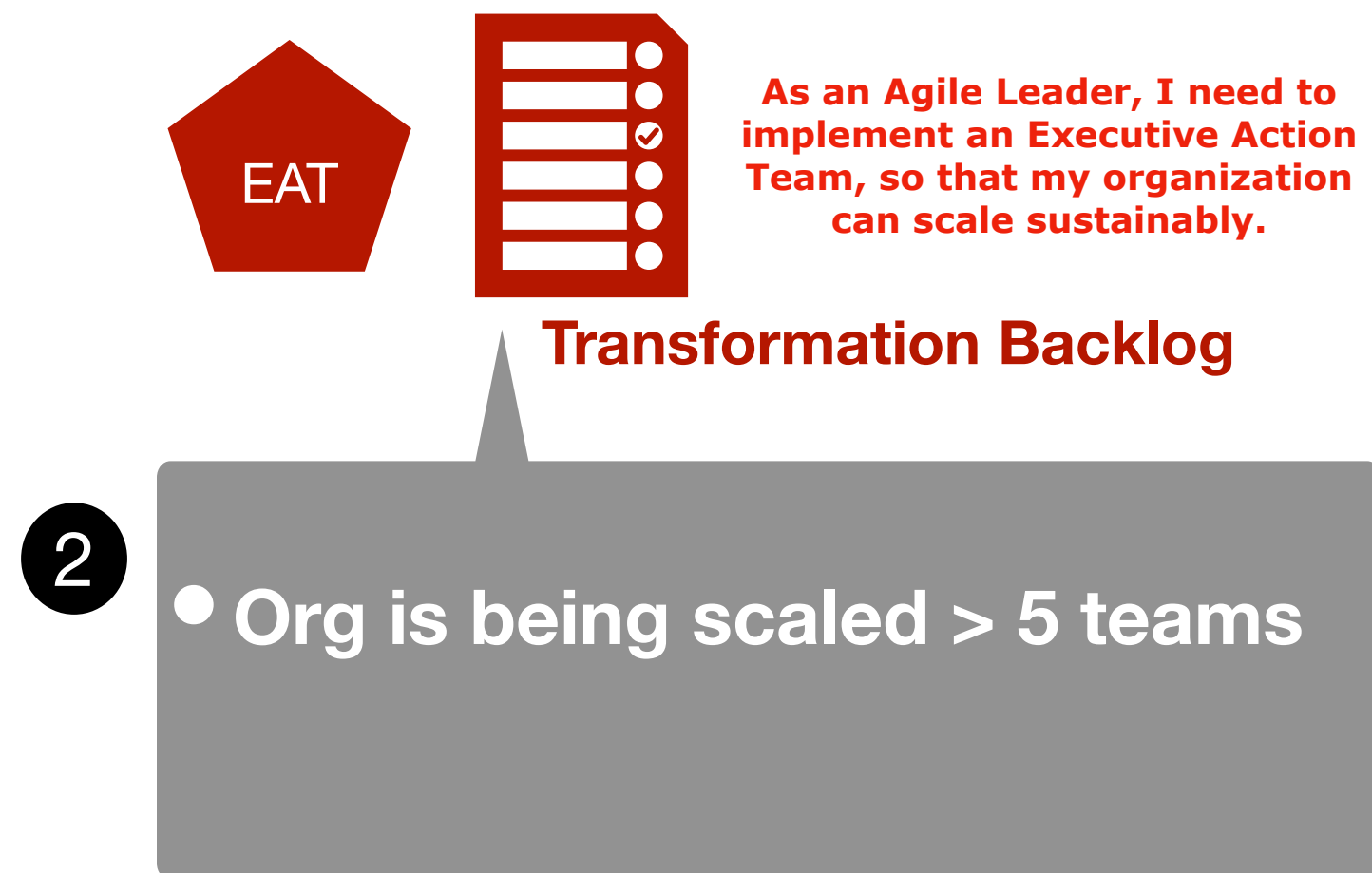- HR and workers council involved early
- 5 Cross-functional autonomous teams
- Only 1 frame contract remains
- Improve collab via joint retrospective
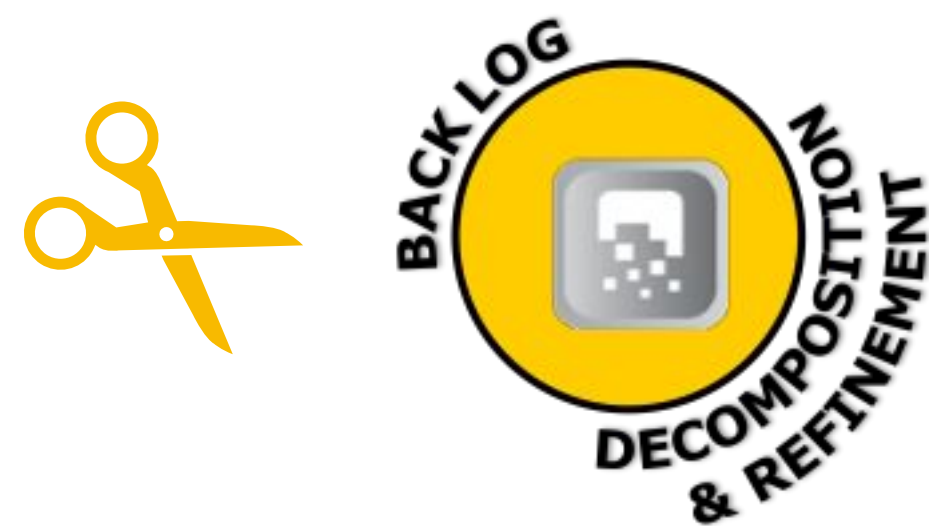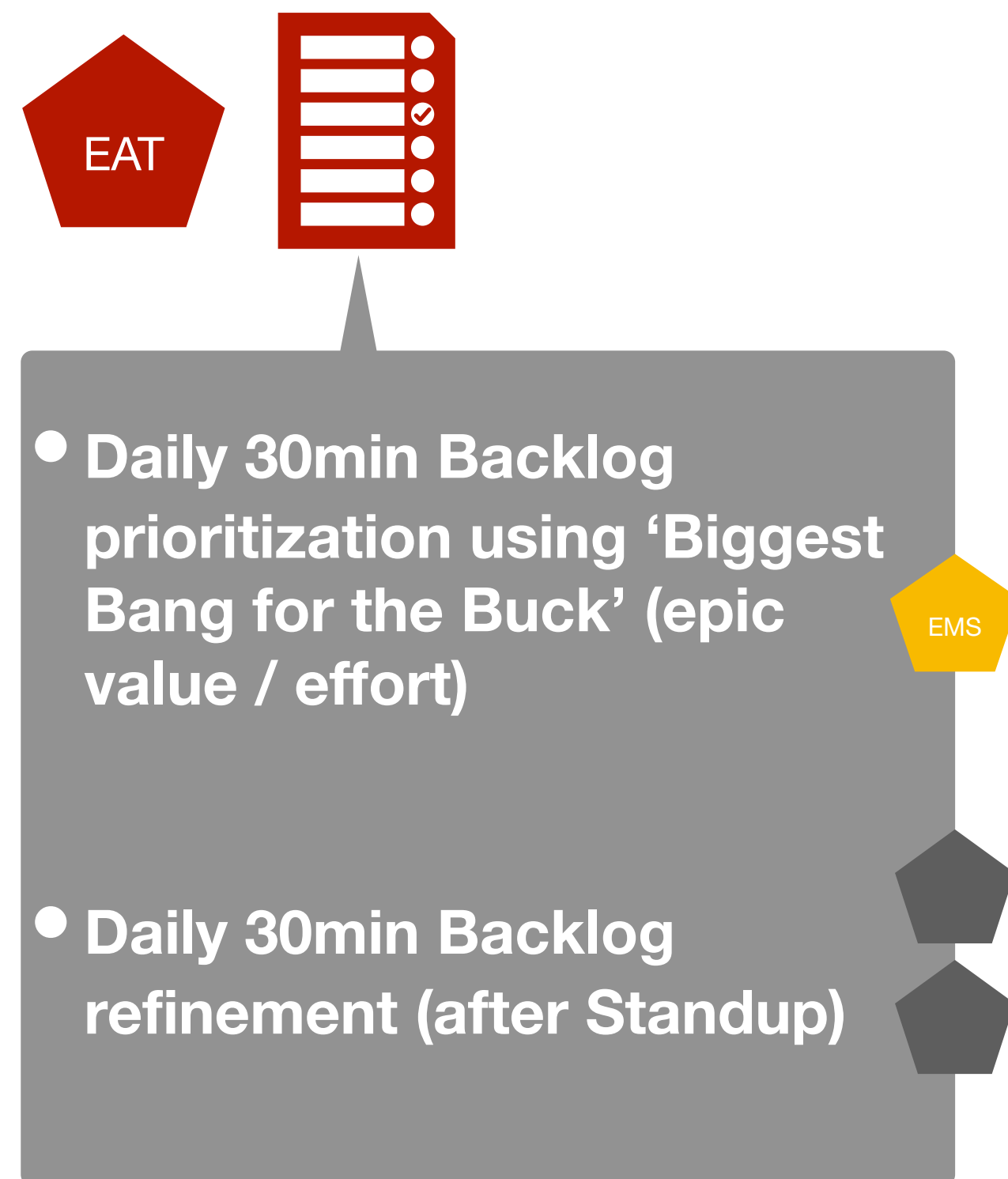- Drive content via Product Backlog

Legal / Compliance

People Operations (Agile HR)

1 Contract

O	Great No Impediments
Δ	Some Impediments Team Not Impacted
↑	Some Impediments Team Progress Impacted Situation Improving
↔	Some Impediments Team Progress Impacted Situation Stagnant
↓	Significant Impediments Team Progress Impacted Situation Deteriorating
X	Major Impediments Team Totally Blocked

Product Backlog

1

Remote Teams

EMS

EAT

On-site Teams

SCRUM @SCALE

New S@S Organization

EAT

Transformation Backlog

As an Agile Leader, I need to implement an Executive Action Team, so that my organization can scale sustainably.

2
- Org is being scaled > 5 teams

Remote Teams

MS
SoS
EMS
EAT
MS
SoS

On-site Teams

SCRUM @SCALE

Even flow through regular Events

EAT

- Daily 30min Backlog prioritization using 'Biggest Bang for the Buck' (epic value / effort)

EMS

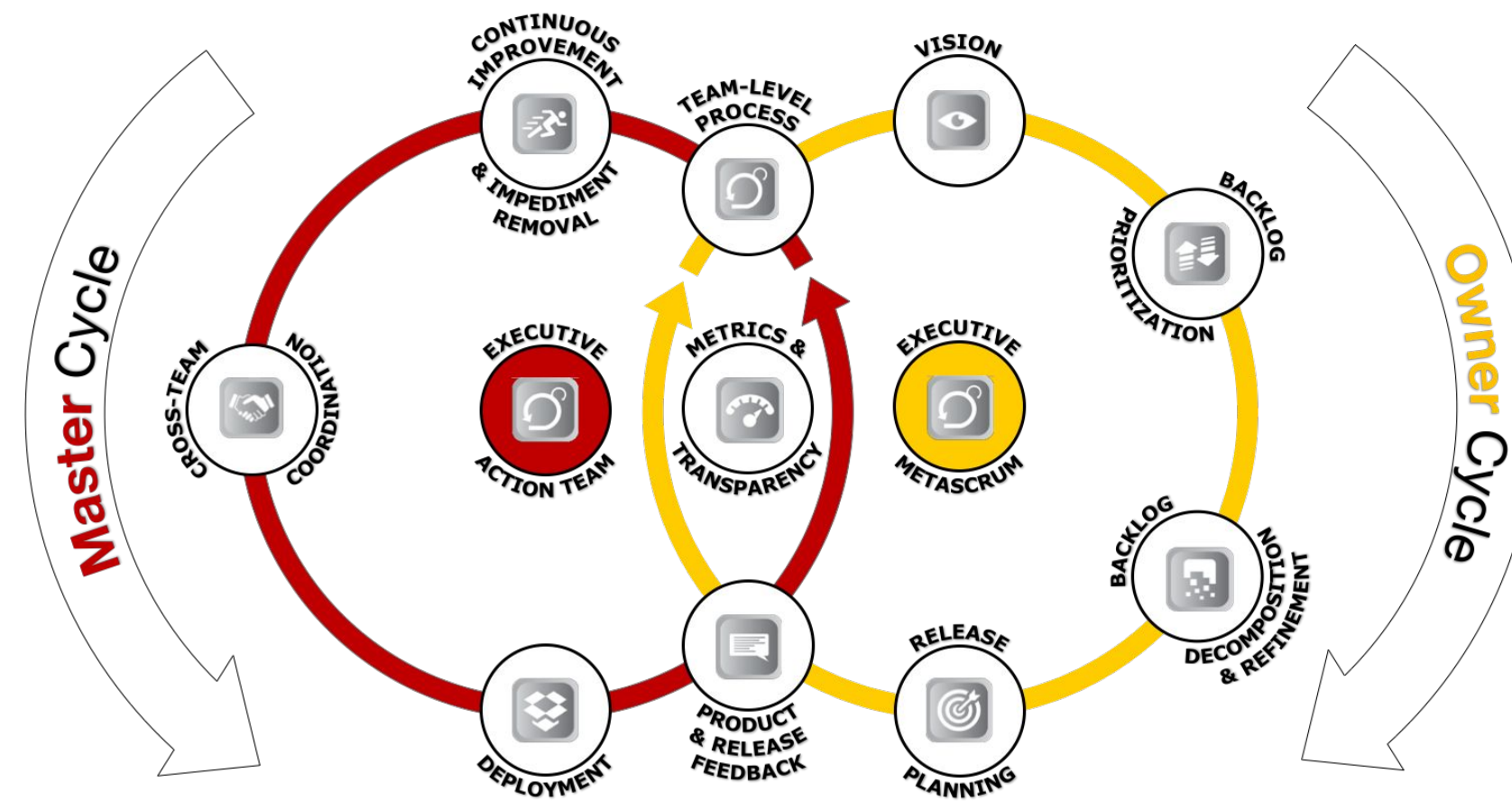- Daily 30min Backlog refinement (after Standup)

BACKLOG PRIORITIZATION

BACKLOG DECOMPOSITION & REFINEMENT

Results

contracts down from 3 to 1, better flow, less WIP, stress & overtime
Happy teams & workers council, average happiness metric up by 25%
VIP changes possible, avg cycle time down from 7 to 2 weeks
Customer satisfaction (NPS) up by 15%

SCRUM
@SCALE

„We created a ONE-TEAM CULTURE“

— Client Corporate Coach

SCRUM
@SCALE