Tech Mahindra

Success Story

INTERNATIONAL PIONEER IN THE AEROSPACE SECTOR

Agile Transformation to Reduce Airline Operational Maintenance Time
and to Deliver High-Value Business Outcomes

CLIENT PROFILE

Largest Aeronautics and Space Company in Europe. Worldwide Leader in designing, manufacturing, and delivering aerospace products, services, and solutions to customers on global scale.

CLIENT CHALLENGES

To thrive in global competitive market, where information systems play a pivotal role, client was looking to reduce its Time-to-Market with business applications. They wanted to enhance collaboration between distributed business and IT teams. Lack of organizational collaboration was ruining customer experience. The client was facing following challenges:

- Late Delivery
- Complex Products
- Dissatisfied Customers
- Unpredictable Outcome
- Lack of Visibility
- Unmanageable Team Dependencies

SOLUTION

We helped the Client scale agility from few teams to entire Enterprise by addressing their constraints and helping them understand where they could become more agile. We provided specific training and coaching to the team to inculcate agile mindset and build highly motivated self-organized teams.
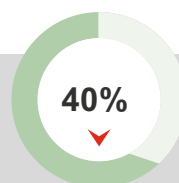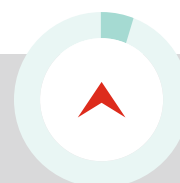
BENEFITS
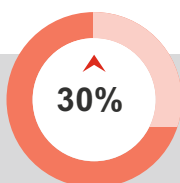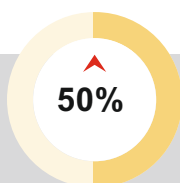
30%	50%	40%	
Productivity	Customer Satisfaction	Time-to-Market	Deployments from twice a year to every two weeks

BUSINESS SITUATION

Our client is an international pioneer in the Aerospace sector, delivering innovative solutions to global aerospace. They wanted to reduce airline operational maintenance time (Time-to-get-a-Fix) and enable predictive maintenance using data mining and advanced analytics. Client's digital transformation function launched a program to support and accelerate Big Data & Analytics projects across the organization. With the help of this program, the client wanted to shift from traditional maintenance methods to predictive maintenance methods, to quickly monitor aircrafts and detect issues based on underlying health metrics. However, the biggest challenge faced by the Client was to bring together several teams working on similar initiatives across the organization in different functions, and work towards this uniform vision. They needed a partner to help transform their operating model and to scale agility at enterprise level. They approached Tech Mahindra to help them with this transformation.
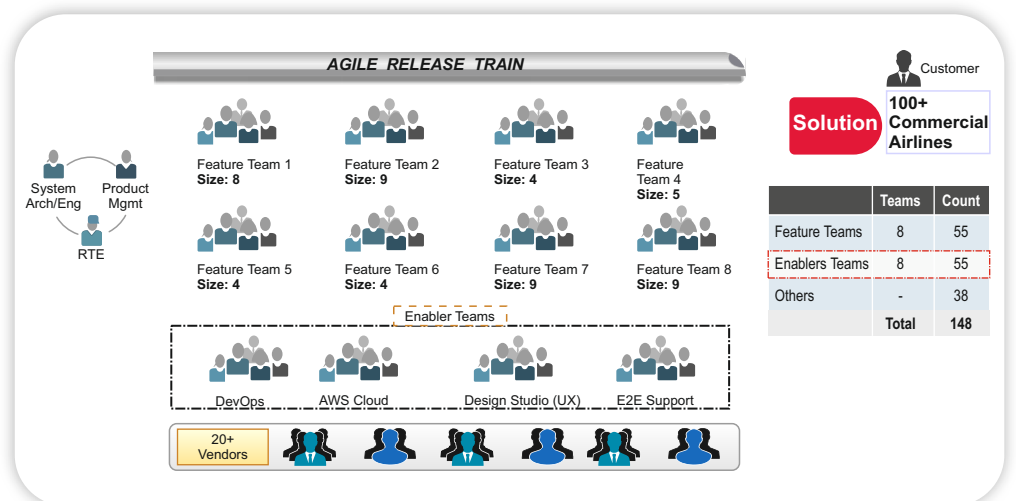
TECH MAHINDRA'S METHODOLOGY AND SOLUTION

We took the following approach to rally all individual teams towards a common goal:

- Considered SAFe as the appropriate framework for scaling agility needs of the enterprise
- Trained Change Agents, Executives, Leaders and teams on SAFe
- Identified Value streams and Products Agile Release Trains (ARTs)
- Build multi-functional Scrum teams aligned to ART
- Established delivery governance framework customized to program
- Deployed SAFe certified Program Consultants to coach ART launch and execution
- Emphasized the importance of incrementally built enterprise architecture considering NFRs like Security, Compliance and Performance
- Supported setting up of state of art remote collaboration means for Agile teams to connect seamlessly and work efficiently
- Facilitated remote PI plannings with teams connected from three different time zones
- Defined means for Automation testing & Continuous Delivery pipeline with DevOps
- Ensured Product teams share knowledge and best practises to foster synergies

Snapshot of Agile ReleaseTrains

- **70+ products**
- **320 people**
- **5Pb of data**
- **3800 datasets**
- **120 business objects**
- **75+ source applications**

AGILE RELEASE TRAIN

	Teams	Count
Feature Teams	8	55
Enablers Teams	8	55
Others	-	38
Total		**148**

WHAT ARE YOUR CHALLENGES?
LET'S WORK TOGETHER TO SOLVE THEM!

To know more contact us: befutureready@techmahindra.com

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