



PLANNING FOR GROWTH

KEYWORDS: TECHNOLOGY SERVICES, SOFTWARE DEVELOPMENT, ALIGNMENT

PROBLEM SOLVED: LACK OF ALIGNMENT PREVENTS SYSTEM ENHANCEMENT PROJECT FROM MOVING FORWARD.

This client, a provider of technology services, was in the process of making modifications to a software system it supports for a key customer, a large payment-processing firm. Since they did not have the capacity internally to take on additional work, they needed a reliable partner with expertise and best practices in building custom software applications to help with the modifications; one with a solid approach for managing the project requirements process and who could help overcome a hurdle with defining the needed functionality.

On the reverse: **REQUIREMENTS AND ESTIMATES EVERYONE CAN UNDERSTAND.**

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The business need: Determine requirements through stakeholder cooperation before development begins.

Geneca worked with the client team, using its Getting Predictable best practices, to develop the requirements for the project. Estimates for the project were created by facilitating communication between the business and IT teams. By the end of the Getting Predictable Definition, Geneca helped their client:

- Create an agreed-upon definition of success
- Determine requirements so development could proceed
- Document resource requirements for project completion
- Create a Release Plan

Based on the success of helping the client to define the enhancement, they awarded Geneca the build of the enhancement. At the end of this engagement, the client felt as though they had a clear roadmap to success and that everyone was finally in alignment.

Exposure to Getting Predictable has increased this client's awareness of why a common understanding of requirements definition between business and IT is crucial before development begins.

The Client

A technology solutions provider of hosting, backup, data protection and technology services.



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