

## Thirty Developers, Two Continents, One Flagship Project

The Austrian software house Automic, has been working with Nagarro on a flagship project for a new unified user interface for its products.



*Managing three international project teams (from left to right): Michael Grath (Director Engineering, Automic), Paul Haberfellner (Account Manager and Managing Director, Nagarro GmbH) and Josef Puchinger (Vice President Engineering, Automic)*

Founded in Austria in 1985, Automic has helped companies gain a competitive advantage by automating their IT infrastructure. From applications running in their own data centers to cloud services, from Big Data solutions to Internet of Things, their products are used by more than 2,600 organizations worldwide including Bosch, Netflix, ebay, BT Global Services Société Générale, General Electric and Swisscom.

Automic declared the complete redesign of the user interface as a flagship project in 2014. A 14-member strong project team was constituted to look for the right resources for this complex task. Their search ended with Nagarro's hybrid sourcing model.

### **Agile Software Expertise**

Automic's flagship products - Automic Workload Automation, Automic Release Automation and Automic Service Orchestration have added various top of the line features over the years. This has resulted in an increasingly complex user interface. The need of the hour was to unify the many sub-points, window-in-window applications and different modes of presentation in a simple interface called Enterprise Control Center (ECC). Automic plans on making this Enterprise Control Centre the primary user interface by the end of 2016.

Josef Puchinger, Vice President of Engineering, and Michael Grath, Director of Engineering at Automic were the drivers behind the decision on implementing a completely new user interface.

“In the future, the ECC should be more than a user interface, it should be a pleasure to work with and intuitively usable. For this project we needed top software developers and testers as quickly as possible”, said Michael Grath.

It quickly became apparent that the challenging schedule could not be handled using conventional recruitment methods. Therefore, Josef Puchinger involved Nagarro GmbH and in no time, they had a solution on the table.

### **On-Boarding Completed In Six Weeks**

Within six weeks, Nagarro offered an operational team to expand the existing development team. It took just two weeks to align the competency profiles. A scrum master, software and test engineers were ready after 4 weeks of training. By the summer of 2015, the development team was extended to more than 30 people, out of which 20 belonged to Nagarro.

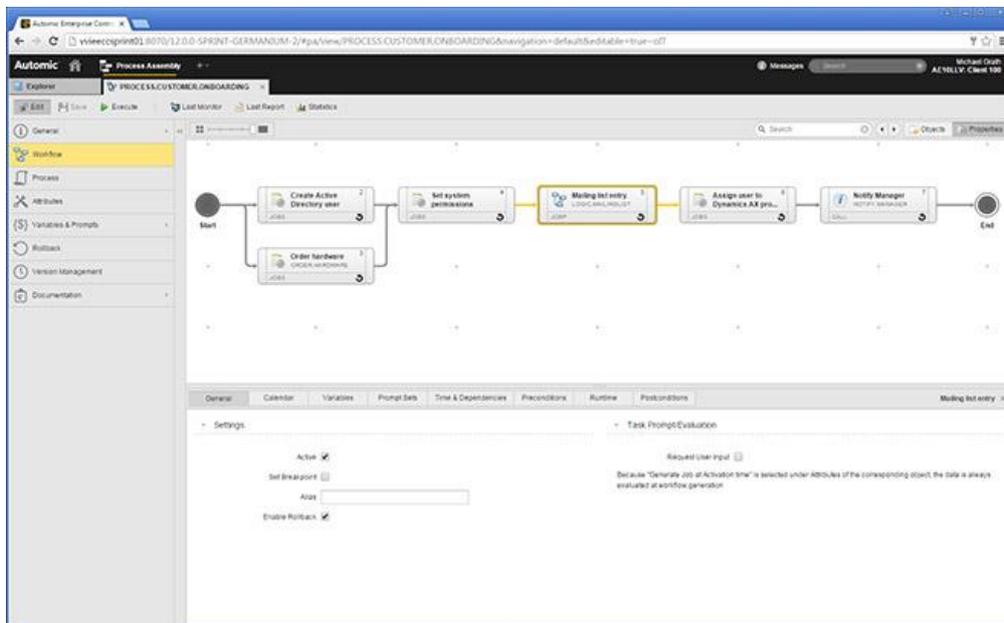


*Two offshore development teams worked on the project*

With Nagarro’s delivery center based out of India, the employees travelled frequently and used collaboration tools extensively for seamless communication throughout the project. In addition, Paul Haberfellner, Account Manager and Managing Director of Nagarro GmbH and his staff looked after the project on-site.

"Nagarro has a well-established working model, low fluctuation and an international work culture to offer. Team-building is important to us, so barriers are overcome quickly and working internationally is considered a joy", says Paul Haberfellner.

### **Sharing know-how**



*The new interface has been in use since the beginning of this year*

Nagarro teams bring expertise in the fields of software development (Java and web-based RIA frameworks), application lifecycle management and software testing. A scrum team in Austria and two additional scrum teams offshore have been operating for the past two years. During the development stage, user testing is done continually to improve the software further.

### **Managing diversity**

A question many companies are bound to ask about working with distributed global teams - What does it look like when 30 people work in three teams spread over two continents?

This is what Josef Puchinger says, “We were excited about Nagarro’s approach. Compared to other outsourcing providers, Nagarro quickly adjusted to our needs and processes”.

Automic and Nagarro kicked off things with a jointly organized program to get to know one another, followed by two weeks of extensive training. The familiarization process took four weeks, after which the two companies worked together productively.

In retrospect, the management considers the beginning as the key to this good working environment. “From the outset, our Nagarro colleagues impressed us with their professional and interpersonal competence. It would have been extremely difficult to find as many qualified people and to bring them on board individually”, said Josef Puchinger.

The external employees were already in tune with each other and followed the agile model defined by Michael Grath. Automic-Nagarro teams used multiple video conferencing and digital collaboration tools to closely work on a daily basis coupled with frequent trips to the Automic office in Vienna as well as the Nagarro office in Gurgaon.

The two Automic stakeholders' confidence in the team was a crucial criterion for success.

"We all knew that offshore support will help us implement this flagship project quickly and that too with exceptional results. That’s our job and working with Nagarro ensures that we can make it.”