

# Case Study

Parts Trader finds a new gear with Agile coaching.

Business was humming - Parts Trader Markets Ltd had undergone considerable growth and secured major clients in the USA. They had adopted some Agile practices but recognised their expansion was putting their processes under strain, so they came to Boost for help.



## Auditing practices

We observed Parts Trader's Agile activities and interviewed their team to gather baseline data on current practices.

Our audit report identified practical, constructive next steps and built an effective case for investment in training.

The issues we found were:

- ✓ poor communication across the teams
- ✓ the teams were feeling under significant pressure
- ✓ no shared understanding of Agile
- ✓ large regression testing was taking days
- ✓ little automated testing was being carried out.

## Training the team

Parts Trader trained their entire New Zealand team on our Agile immersion course to create a positive team culture and shared understanding of best practices.

We followed up with workshops on the Scrum Master's role and gathering Agile requirements to address patchy implementation and instill confidence in the team.

## Coach on retainer

Next, coaching embedded the learning, supported the teams as challenges arose and resolved the two biggest issues.

First, we addressed poor communication, which had resulted in a breakdown of trust, by getting the team working well together.

Second, we explored ways that the team could extend Agile software engineering practices to alleviate the need for large manual regression tests. This increased quality, which effectively increased the capacity of the team to deliver new features.

## Investing in Agile delivered a substantial return

We encouraged team members to share their expertise and co-facilitated workshops with Parts Trader's Scrum Masters, fostering specialists as the company's future teacher-leaders. Our focus was always on building Parts Trader's self-sufficiency and capability so that they have the knowledge and skills to step up to future challenges

and opportunities. Parts Trader substantially changed their work practices. They now work smarter, deliver higher quality code in a more productive way and are focused on delivering business value. They report increased productivity, predictable delivery, higher quality software and a greater sense of team.

## Book now for Agile Professional Foundation

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