CASE STUDY

Telerik TeamPulse is Essential to How Comunet Works – Effective Collaboration and Communication in Just Six Months' Time

Comunet

As one of Australia's leading IT consulting services Comunet needed an effective way to integrate its internal systems with core processes. Telerik TeamPulse delivered invaluable internal efficiencies and flexibility while giving customers ownership of process creation and execution.

OVERVIEW

COUNTRY
Australia

INDUSTRY/SECTOR
Aviation

CUSTOMER PROFILE
Comunet is an IT consulting services provider, offering SaaS solutions to aid in the safety, compliance and efficiency of its customers. Air Maestro, Comunet's web-based aviation software allows personnel to update and manage operational information anywhere, anytime.

BUSINESS SITUATION
Comunet tracks approximately 3000 active requests at any given time and needed to prioritize, based on demand. Dealing with multiple systems, it also needed a central repository of information that included functionality for customer feedback.

SOLUTION
TeamPulse is an easy-to-use project management tool that supports agile best practices and enables developers and non-developers to work seamlessly, across projects and departments, providing a clearer picture of tasks and priorities.

BENEFITS
• Improved processes and methodologies; increasing productivity

• A central repository for information and customer feedback

• Realignment of priorities, based on demand and workload

> " Telerik TeamPulse has become essential to how we work. The technology helps us to prioritize and set realistic expectations and deadlines, based on workload."
>
> Damien Coyle,
>
> Development Services Manager, Comunet Pty Ltd.

BACKGROUND

Over the years Comunet had individual systems tracking individual things – a billing system, Team Foundation Server, a custom ticketing system and more. Having multiple systems created a bit of a logistical nightmare, causing the developers to spend time on internal technologies and processes versus customer issues. The company was keen on having a single system that would bring developer focus back to the customers, but would also be able to track processes more effectively.

At the same time, the company was also working toward more of an agile development process and needed a tool that would fuel that initiative.

THE CHALLENGE

Comunet was tracking more than 3000 active requests at any given time. The company needed to be able to prioritize, based on demand. Further, it wanted a central system where critical information could be housed for easy access and analysis. This included customer feedback that would be vital to future product and service direction.

Before Comunet could implement a new system, it needed to establish a set of methodologies and best practices.

These methodologies then needed to be carried through the implementation processes into production and beyond

Telerik TeamPulse

– they needed to be flexible to be able to grow with the business.

"We needed a flexible model for how we were going to work and a technology that could adapt to our needs. One of the biggest benefits of Telerik TeamPulse was its ability to be tailored to our own needs," said Coyle.

THE SOLUTION

Comunet selected Telerik TeamPulse because it is a project management tool that supports agile best practices that addressed the company's varying needs.

TeamPulse offers a central ticketing system that also 'talks to' Visual Studio. It also has a management tool to help with timing, feedback and bug tracking as well as a feedback portal where customers and partners can contribute to the process.

TeamPulse is simpler than other project management solutions for non-developers to understand requirements. It provides a central dialog between developers and non-developers, enabling better communication and collaboration across roles. For developers Telerik TeamPulse provides structure, the analysts are able to grow requirements better and the support staff can see when stuff is due as well as the timing for potential bug fixes.

In addition, the TeamPulse Ideas & Feedback Portal gave customers and partners the opportunity to contribute to the development of Comunet products and services. They are now able to provide input on what they'd like to see, making them a more integrated part of the process – something that has instilled a sense of ownership amongst the customer-base.

"Prior to TeamPulse we were suffering from information overload. We were doing too many things, taking too many steps to find the information we need. TeamPulse provided a central repository that enabled the clean communications of what we needed. Now we don't need to look in multiple places to get what we need, it is all in Telerik TeamPulse," said Coyle.

THE RESULT

Within the first six months of implementing Telerik TeamPulse, Comunet has:

• Improved project release cycles, minimizing missed deadline
• Faster reaction time to issues
• Increased client confidence

TeamPulse provides a 'big picture' view, letting the team look crossproject. This has streamlined efforts, ensuring that

Telerik TeamPulse

developers aren't reinventing the wheel from one project to the next. It also provides a dashboard to ensure that people aren't focusing on one project to the detriment of another. It helps to identify where efforts are best spent through simple tracking and analysis.

In addition, TeamPulse in conjunction with Visual Studio offered some "getting started methodologies" that were helpful as Comunet determined its own processes based on its agile development training. Although the methodologies will be refined over the years, TeamPulse has helped to start the enforcement of these efforts, getting the internal teams to move more quickly and effectively.

THE VERDICT

"Telerik TeamPulse has become essential to how we work. The technology helps us to prioritize and set realistic expectations and deadlines, based on workload. We now have methodologies in place that are agile enough to expand and improve as we grow as an organization. Additionally, new functionality is being added regularly – such as support for Visual Studio 2012 – that we could see using. There is a lot of room for growth with this solution," said Coyle.

FIND OUT MORE

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