

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.



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Development Services
Manager,
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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

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

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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

With the [TeamPulse Ideas & Feedback Portal](#) users can quickly connect with team members, customers, partners and other company departments. By continuously capturing feedback TeamPulse is able to quickly respond to changing requirements and deliver greater value.

When working on multiple projects, having a unified cross-project perspective is very important. Without having to go to multiple screens, TeamPulse users can see all their tasks in one place and managers can see the progress across different projects and people.

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.

ABOUT COMUNET

Comunet was established in 1995 to provide professional IT consulting services to Australian businesses and organizations. Its vision is to provide a unique level of highly specialized services which meet the needs of its customers' data, voice, software and infrastructure needs. Today, Comunet is recognized as one of the leading IT service providers within South Australia. Comunet's strong partnerships with leading global vendors like, Microsoft, IBM, VMWare, Citrix, Cisco, Novell and Polycom, amongst others, allow it to design, deploy, integrate, maintain and support the most appropriate IT infrastructure and software solutions for its customers.

ABOUT TELERIK

Telerik empowers over 1,000,000 developers to create compelling app experiences across any screen. Our end-to-end platform uniquely combines industry-leading UI tools with cloud services to simplify the entire app development

lifecycle. Telerik tools and services can be adopted individually or as a platform and seamlessly integrated with other popular developer solutions. More than 130,000 customers from 40,000 organizations in 94 countries depend on Telerik products, including more than 450 of the Fortune 500, academic institutions, governments, and non-profits. For additional information about Telerik, please visit telerik.com or follow [@telerik](https://twitter.com/telerik) on Twitter.

ABOUT TELERIK TEAMPULSE

Telerik TeamPulse is an all-in-one project management solution inspired by Agile best practices. The tool allows enterprises, large and small, to be more effective in the way they collaborate, manage work, track progress, and plan across a single or multiple projects. In addition to supporting Agile workflows like Scrum and Kanban TeamPulse allows teams to create a custom process that best fits their needs. It also includes sophisticated features including a unique integration with MSFT TFS and a web-based customer feedback portal. For more information, visit <http://www.telerik.com/teampulse>.

FIND OUT MORE

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