

IMPLEMENTING THE SCRUM IN OFF-ON MODEL



CASE STUDY

FOR A LEADER IN SOFTWARE SERVICES THAT EMPOWERS PHYSICIANS AND OTHER HEALTH CARE PROVIDERS

THE CLIENT

A leader in software services, information and connectivity solutions that empowers physicians and other healthcare providers to deliver best-in-class patient safety like patient management, clinical outcomes, administration, report generation and financial results. The client also engages in product support and enhancement, L3 and maintenance of practice management system.

CHALLENGES FACED BY THE CUSTOMER

Being a leader in software, services, information and connectivity solutions following are the challenges they faced:

The scale and complexity:

- Multiple parallel sprints execution model
- Difference in time zone specially USA EST provided no overlapping hours with IST working time zone
- Meeting timelines with ever changing requirements
- Unavailability of multi/niche-skilled resources to meet changing business requirements

HCL'S SOLUTION

Keeping in mind the customers objectives and preferences, HCL came up with the following solutions to be implemented:

The Scrum in off-on model:

- Adapting agile methodology to work
- Onsite-offshore model
- Daily stand up call between offshore-onsite
- Shared the same sprint backlog and product backlog with the customer to track the interim milestones
- Work prioritization in discussion with support team in weekly GK meetings
- Reporting bugs and impediments to the stake holders in the daily stand up and call with on-site coordinator
- 100% adoption of Allscript's tools and processes for unified development

CUSTOMER BENEFITS

The customer derived several notable benefits from HCL's implemented solutions, which included:

- Reduction in cost by 30% - 40%
- Provided an Utility - IRD installer for deploying IRDs to the client as and when required
- Dedicated ODC procedures was setup for faster onboarding of new team resources
- Soc2 audit done for offshore development center
- BMI(Backlog Management Index)>1 which further reduced the backlogs in the system



To know more, Contact us at contact.lsh@hcl.com



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