



SPOTLIGHT

Less Risk, Thousands of Hours Saved

Accelerating the pace of automation for a large, multinational technology conglomerate.



Software Development



Agile



Automation

BACKSTORY

When our client realized the need for a more reliable and secure network, it sought a partner to assist in automating numerous manual tasks in order to increase the reliability of operations, reduce risk, and accelerate the pace of automation and service delivery. The right partner would configure a network management system and identify the tools to perform low-cost, ongoing automation.

SOLUTION

TSG's Managed Solutions team clearly understood the client's requirements, and designed a custom managed solution that assured quality and presented cost-effectiveness by staggering onboarding and training the team through accurate story point estimations.

Configuring a network management system and enabling Agile transformation, TSG built & scaled an Agile Scrum team while adding the capability for new technologies. We assembled a team of three business process automation developers, two NSO developers, one QA automation engineer, one Scrum Master, and a product owner.

TSG Managed Solutions

Solutions Development

Through TSG's consultative approach, we established a lean, cost-effective plan for network and business automation, simplifying engineer workflow and audit processes.

Building & Scaling Teams

Designated TSG subject matter experts allowed the client to offload hiring responsibilities and bring in new cross-functional teams with niche skillsets up to speed quickly and efficiently.

Service Delivery

By using design thinking methodology, TSG partnered with the client by hosting a series of training workshops, empowering the client to perform low-cost automation themselves.

Key Deliverables

By building a new, reliable operations automation ecosystem, TSG has helped the client provide continuous value to their end customer by automating network services that save them thousands of manual hours. In addition to multiple scrum teams, TSG delivered to the client:

Three high-value services in 18 months

Customer-centric design and experience

95%+ story point estimation accuracy