

## CASE STUDY

### Transforming DevOps Culture and Team to Succeed with Agile

*How Cisco Systems increased productivity and customer satisfaction through the enhancement of employee skills and the implementation of Agile and SCRUM.*



#### BUSINESS CHALLENGE

Cisco Systems, Inc. is a leading supplier of communications and computer networking products and services.

Although innovative and globally competitive, Cisco was ripe for cultural transformation. DevOps teams worked in silos and often played the blame game. They were not collectively accountable for the user experience. There was a lack of project oversight due to the inexperience of their Project Managers.

The constant rework resulted in higher costs, schedule delays, and customer dissatisfaction.

#### HOW BRIDGEPORT GROUP (BPG) HELPED

BPG assessed the culture to determine its adaptability to Agile and DevOps. BPG then partnered with Cisco Systems to:

- Identify workflow gaps/bottlenecks that slowed development
- Implement a continuous improvement delivery pipeline, which automated the release of software applications
- Provide code checks, feedback loops and feature testing
- Train and coach staff in Agile and SCRUM
- Provide management with acceptance criteria to ensure that staff demonstrated skills from the training they received

#### RESULTS

Implementation of automation and the continuous delivery pipeline transformed the system.

↓ feature release cycle time  
from 5 months to 3 weeks

↓ feature release defects 50%

↑ customer satisfaction score  
4 points, to 8 out of 10

#### About BridgePort Group, LLC

BridgePort Group, LLC (BPG) is dedicated to training and consulting with organizations to utilize methodologies that broaden the firm's agility and enhance capabilities to successfully meet the needs of their customers. Through project management and Agile DevOps transformation, our clients increase productivity, gain higher efficiency, and improve staff capacity, which leads to a sustainable infrastructure, results-oriented IT systems, and financial improvement. Contact: Chris Bansek, [cbansek@bridgeportgroup.solutions](mailto:cbansek@bridgeportgroup.solutions), 720.233.1120

Copyright 2019 BridgePort Group, LLC. All rights reserved.