

# CASE STUDY

## Intel CHD - Speeding up while increasing predictability.

Intel's CHD (connected home devices) group produces technology to enable service providers and equipment makers to offer more powerful, next-generation broadband, and in-home connectivity for more immersive experiences throughout the (smart) home.

### The challenge

The group (~600 people) is highly distributed, with centers in the US, Germany, Poland, Israel, India, Singapore and Taiwan, which made alignment, planning and execution a huge challenge. As a result, it was hard to respond to changes, and there were many delays in the process and delivery was late and with poor quality.

### AgileSparks solutions

- Management workshop - create common goals and vision, apply systems thinking.
- Create end-to-end visibility .
- ART launches.
- PI planning (Large solution) - preparation and coaching.
- Introduction of KPIs.
- Visibility.
- Coaching of managers and teams.
- Achieving Continuous Delivery.

### Results - after 7 quarters

- Predictability (commit to delivery): 40% → 80%
- Velocity: +133%
- Quality (escaping bugs): -50%
- Customer support cases: -42%



***Implementing Agile and in particular the Scaled Agile Framework allowed us to achieve significant improvements in all the goals we set to ourselves: Predictability, Speed (time to market) and quality. AgileSparks did a great job helping us move forward with this complex implementation across geographies and cultures, in the face of difficult impediments and skepticism. Their coaches in the US, Israel, Europe and India were instrumental in supporting our journey in Agile and SAFe, and I felt they not only understand what needs to be done, they found the way to move hearts and minds in the right direction. Working with AgileSparks was great. These guys know what they are doing and I highly recommend them to anyone interested in implementing Agile at scale.***

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Intel