

Pango

With 13 years of activity behind Pango and with over 2.2 million customers (and still growing...), the Pango App has become synonymous with parking, driver and vehicle solutions in Israel. It is one of the most widespread applications in Israel in terms of the number of downloads and frequency of use. Pango has multiple products with multiple operational values streams.

The challenge

Long projects were hard to deploy, lacked flexibility and were slow to the market. It was hard to commit and hard to predict and visibility was low. Big R&D teams, a separate Q&A team and siloed individual experts resulted in many dependencies and high context switches. Micro Management and centralized planning resulted in less engagement, low team and individual responsibility and no commitment. Limited collaboration from stakeholders and management with R&D caused lack of trust and inefficiencies.

AgileSparks solutions

- Management workshop with the company executives.
- Coaching and training at all levels and across the whole business organization.
- Essential SAFe combined with Scrum, Kanban, Lean product development, DevOps mindset, CI/CD and Automation.

Results

- Time to market: Pango is 200%-400% (X3-X5 times) faster.
- Throughput: Pango is more productive X 4 times.
- Effectiveness: Pango is 200%-400% (X3-X5 times) more effective (effort vs cycle time), QA effectiveness has improved ~X3 times.
- Cost of fixing a bug is X10 - X1000 times smaller.
- Work is focused on delivering value and not technical tasks.
- Higher engagement and fun.
- Plan is more reliable than ever, and there is Stakeholders visibility.
- Velocity is persistent, predictable and improving.



Before the Agile transformation, we felt that growing made us slower, less efficient, less collaborative and a significant friction was felt across the organization. We invited AgileSparks to help us. The change was not easy and required a change in mindset, processes and practices across the whole organization but we will never go back. With help from our coaches we were able to apply Agile not only in R&D but eventually move the whole organization. Results were phenomenal and AgileSparks was instrumental in helping us go through this change. Now Pango is truly Agile - nimbler, and more effective. The AgileSparks team that supported us was able to cover all the required improvement domains - mindset change, business and technical processes, DevOps mindset and value flow, technical practices, Lean Product 1Development, and more. They were really great and I recommend working with them with all my heart."

Yaniv Kalo,
CTO
Pango