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Business agility

How to increase delivery effectiveness?



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Agile & Atlassian Competency Center Team

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1. Fast-paced digital economy and its challenges

In the age of the digital economy, the only truly sustainable competitive advantage is an organization's ability to identify and respond to the needs of its customers quickly. It highlights the importance of **business agility** in today's world. With the rapid pace of change and increased competition, organizations must adapt quickly to changing market conditions and customer needs.

Slow delivery times can make it difficult for a company

to retain customers, attract new ones, maintain a positive reputation and succeed in the competitive business environment. This is why organizations must recognize the impact of slow delivery times and take steps to improve this aspect of their business.

By improving delivery times and achieving **business agility**, organizations can better meet customer demands, increase customer satisfaction and ultimately gain a competitive advantage.

2. The importance of business agility

Business agility is essential in today's digital economy, where the ability to quickly adapt to changing market conditions, customer preferences, and emerging technologies is required to achieve sustainable competitive advantage.

1

Reduced customer satisfaction: Slow delivery times can lead to customer frustration and dissatisfaction, negatively affecting customer loyalty and future sales.

2

Increased costs: Delayed delivery can result in additional costs, such as overtime pay for employees, the need to rent extra warehouse space, and expediting shipments.

3

Missed opportunities: Slow delivery times can cause companies to miss opportunities to gain new business or expand existing relationships.

4

Loss of market share: Companies that consistently deliver late may lose market share to competitors who can deliver faster and more efficiently.

5

Damage to reputation: Slow delivery times can damage a company's reputation, leading to negative publicity and losing trust among customers, suppliers, and partners.

Organizations that recognize the impact of slow delivery times and improve their ability to meet customer demands can achieve **business agility** and increase customer satisfaction and competitiveness. And how should we define **business agility**? It is the

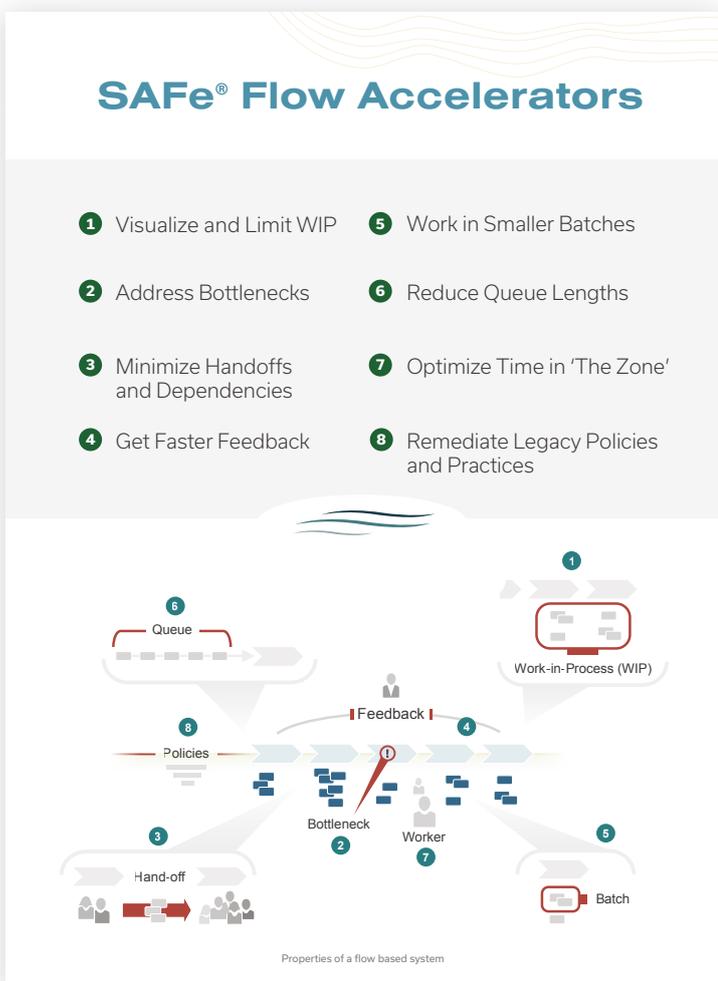
ability to respond quickly and effectively to changes in the external and internal environment. It involves adjusting to changes in customer preferences and needs and to technological advances, competitive pressures, and regulatory requirements.

3. How to improve in these areas with Scaled Agile Framework®?

Agile transformation using SAFe® can help companies address the risks of slow delivery times and improve delivery processes' overall effectiveness and efficiency. SAFe® provides a framework for coordinating and aligning the work of multiple teams, ensuring that all stakeholders work together toward a common goal. This results in better **collaboration, decision-making, and enhanced transparency.**

SAFe® also provides a systematic approach to continuous improvement, enabling companies to continuously monitor and optimize their delivery processes. By adopting Agile principles and practices, companies can foster a culture of **continuous improvement, leading to increased efficiency and reduced lead times.**

In addition, SAFe® provides a flexible approach that allows companies to **respond quickly to market and customer needs changes.** This can help companies stay ahead and maintain a competitive edge.



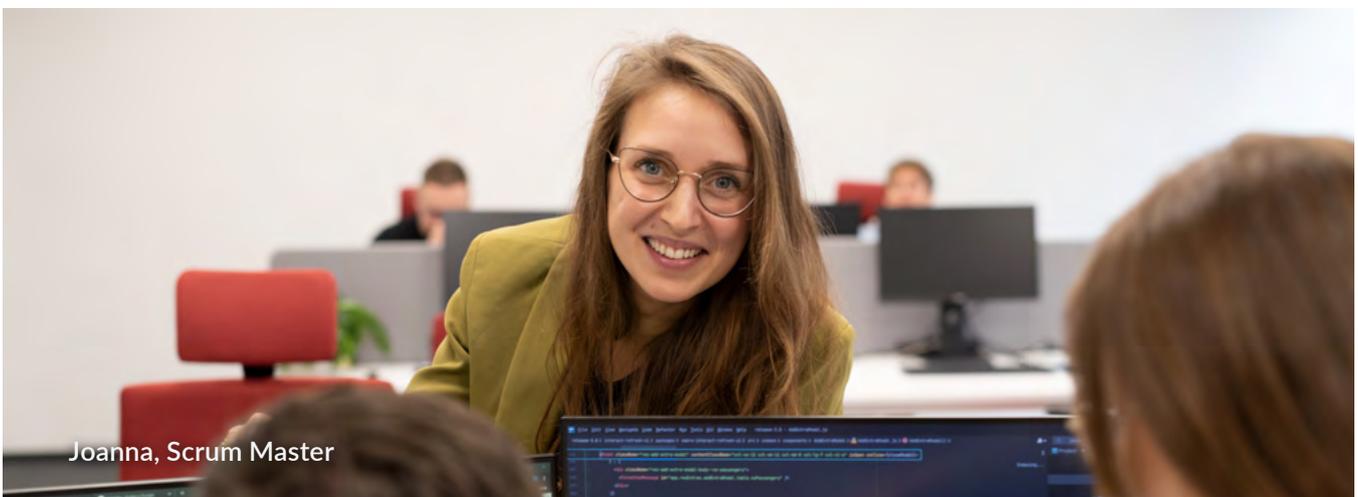
SAFe® Flow Accelerators (source: <https://scaledagileframework.com/>)



Agile transformation can help a company achieve faster delivery of value and reduce and prevent mentioned problems, resulting with:

- **Increased customer satisfaction:** By involving customers and stakeholders in the development process and delivering smaller, working increments of the product, Agile can increase customer satisfaction by meeting customer needs and preferences.
- **Decreased costs:** Agile encourages collaboration and communication between team members, which can lead to improved efficiency and reduced costs. Additionally, Agile promotes continuous improvement, which can help organizations identify and eliminate inefficiencies that contribute to increased costs.
- **Gained opportunities:** Agile provides a flexible framework that allows organizations to respond quickly to changing customer needs and market conditions, enabling them to take advantage of new opportunities.
- **Growth of market share:** Agile helps organizations deliver high-quality products and services faster and more efficiently, which can help them retain existing customers and attract new ones, leading to increased market share.
- **Protecting the reputation:** Agile promotes transparency and continuous feedback, which can help organizations quickly identify and address potential issues before they escalate and harm the company's reputation.

Agile transformation can be the most effective way for a company to address ineffective delivery times and achieve **business agility**. It provides a comprehensive solution that allows companies to coordinate their efforts, improve collaboration and drive continuous improvement. With a proven track record of success, SAFe® can help companies achieve their goals and drive business success, especially in an environment of ever-increasing market demands.



4. Respond quickly to opportunities and threats by implementing SAFe®

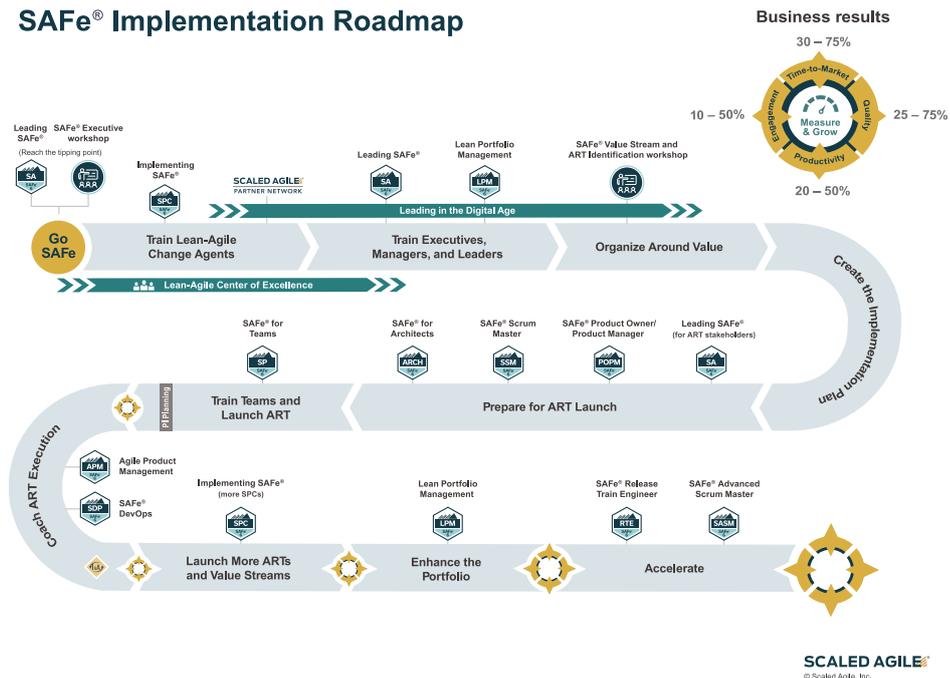
Scaled Agile Framework (SAFe®) implementation is an essential tool that empowers organizations to sense and respond to market shifts in real time, enabling decisive strategy changes and fostering the creation and reorganization around value.



- ✓ **Continuous Market Sensing:** Stay in sync with the market dynamics through continuous interaction with customers and stakeholders, enabling proactive measures.
- ✓ **Innovate like a Startup:** Cultivate an environment of continuous innovation by breaking down silos and promoting a learning culture.
- ✓ **Continuous Market Sensing:** Stay in sync with the market dynamics through continuous interaction with customers and stakeholders, enabling proactive measures.
- ✓ **Quick Change Implementation:** Stay competitive with lean-agile principles that enable rapid implementation of changes, improving speed-to-market.
- ✓ **Organize Around Value:** Foster a customer-centric culture with teams organized around value delivery, promoting customer satisfaction and business growth.
- ✓ **Ignore Sunk Costs:** Prioritize future value over past investments. SAFe® promotes a forward-thinking mindset, enabling teams to pivot when necessary.

Adopting SAFe® makes your organization agile, resilient, and ready to capitalize on market opportunities and manage threats effectively.

SAFe® Implementation Roadmap



SAFe® Implementation Roadmap (source: <https://scaledagileframework.com/>)

5. Sii's support within Agile transformation

Our experienced coaches and consultants will work closely with your management and teams to assess your current processes and systems and identify areas for improvement. We will then closely collaborate with you to develop a tailored implementation plan that meets your needs and goals. We will focus on improving delivery times and addressing other pain points such as decreased customer satisfaction, increased costs, missed opportunities, loss of market share, and damage to reputation.

We will provide hands-on training and support to help your teams adopt Agile practices and principles, ensuring a smooth transition to Agile working methods. Our continuous coaching and mentorship

will help you sustain the benefits of Agile, including faster delivery times and improved collaboration and communication. We will track progress and report regularly to ensure the implementation is on track and deliver the desired results.

With our proven track record of successful Agile transformations, you can trust us to assist you in reaching your goals and driving business growth. Our offer also includes ongoing support to ensure your Agile transformation is successful and endures over the long term. Let us help you take your company to the next level and achieve business agility by implementing a Scaled Agile Framework®.

Example Sii transformations include:

- Assessment of current processes and systems
- Tailored implementation plan based on specific needs and goals
- Hands-on certified training for teams to adopt Agile practices and principles
- Ongoing coaching and mentoring for lasting benefits
- Ongoing support for long-term success
- Collaboration with all stakeholders to ensure acceptance and alignment
- Integration with existing tools and systems where applicable
- Identification and resolution of potential roadblocks and challenges
- Continuous improvement and adaptation to changing needs
- Transfer of knowledge and skills to ensure self-sufficiency and sustainability.



Mateusz, Delivery Manager

Let us help you take your company to the next level and achieve **business agility** through effective Agile transformation and implementation of a Scaled Agile Framework®.

6. Sii Poland's full offer within Agile solutions

As an expert in business agility, we help organizations optimize their operations through agile transformation, conduct agility assessments, build self-organizing teams, and support ongoing agile transitioning.



Agile transformation

Being an agile company, Sii develops detailed transition plans and supports businesses throughout their transformation journey. Our team of experts will help your organization focus on delivering value, introduce and master DevOps skills, adopt an agile mindset, and build a culture of continuous development.



IT and business process optimization

We empower organizations to improve all of their key processes. Focusing on making your business operations leaner, we conduct assessments, deliver improvement recommendations, and design & implement automation solutions and key metrics.



Scaling agility

We help companies gain a competitive advantage by scaling agile delivery using business agility assessments, defining transformation roadmaps, designing & implementing agile in multi-team scenarios, and establishing Agile PMO & Lean-Agile Centers of Excellence.



PMO and frameworks

Based on our vast portfolio of best practices supported by years of experience, we help teams create and maintain customized delivery frameworks.



Consulting and support

Having participated in numerous large-scale projects and working with customers from various business sectors, we have gained substantial experience in all agile-related issues. Our team of agile practitioners, Scrum Masters, Agile Coaches, project managers, and DevOps experts are at your disposal.



Trainings and workshops

We deliver interactive project management and agile workshops customized to our customers' needs. Our team of practitioners is certified in conducting trainings and providing guidance on the following:

- SAFe®
- Scrum, Kanban, Lean, XP
- Nexus, LeSS, LeSS Huge, Agile PM
- Value stream structure and user story mapping
- Servant leadership, efficient communication, and soft skills

7. Benefits from cooperation with Sii



Highest standard of services
based on Sii's certifications
& partnerships



Smooth adaptation to your business needs thanks to our proficiency in scaling agile



Efficient Agile transformation process, thanks to our expert support and global experience in most significant industries



Effective issue solving based on best practices portfolio and practical insights



One-stop shop offering
– from engineering, software development, and testing to BI data analysis, ERP systems, and more



Consulting and training support by our wide team of agile practitioners, Scrum Masters, and Agile Coaches at your disposal

Looking for support? Contact Sii!

Find out how you can benefit from our Agile expertise and learn about Sii Poland's one-stop shop offer tailored to your company's needs.

[Visit our website](#)

Sii is the largest technology consulting, digital transformation, BPO and engineering services vendor in Poland. Sii experts carry out projects for leading companies operating in the automotive, banking and financial, hi-tech, healthcare, retail, logistics and utilities sectors. Sii has offices in the largest cities of Poland.