MasterControl takes SAFe® PI planning digital with Digital.ai Agility

Highlights

- **Delivered** five times more features
- **Improved** alignment of business & development
- **Increased** team engagement
- **Gained** greater visibility

Challenges

MasterControl, a compliance software solutions and services company, had recently implemented the Scaled Agile Framework® (SAFe®). They began their SAFe journey like most organizations — by using only sticky notes and whiteboards for the planning process. From the beginning there was some reluctance, but they quickly learned the advantages of the tactile process — meeting around a whiteboard and moving stories created more engagement within and across the teams.

Despite the noticeable increase in engagement, the whiteboards and sticky notes created some inefficiencies. Sticky notes would fall off, get lost, or be misinterpreted. The physical capture of the work caused challenges when remote team members joined the stand up meeting or needed to look at the backlog.

The teams needed an enterprise agile platform that supported SAFe and eliminated the use of sticky notes, but they wanted to retain the engagement that came from moving stories and tasks around a board during planning.

Solution

They solved the problem by using large touch screen monitors and Digital.ai Agility, formerly VersionOne. MasterControl chose Digital.ai Agility for its ease of use and support of SAFe. While evaluating competitors, they found that Digital.ai Agility most closely aligned to the Scaled Agile Framework. Teams still gather around a board and move stories and tasks around, but now nothing gets lost and remote team members can fully participate.

MasterControl leveraged Digital.ai Agility during the SAFe PI planning process and was able to outline dependencies using the Digital.ai Agility Program Board. Historically, PI planning included writing tasks on sticky notes, tying the notes together with yarn, and typing them up later. They leveraged reports in Digital.ai Agility, like the Program Predictability report and Scorecards, to see real-time data during the planning process.

Team members and stakeholders were able to capture more context using Digital.ai Agility since story cards offer more space than a physical sticky note and eliminate the need for manual data entry of the sticky notes.

Benefits

MasterControl delivered five times as many features with Digital.ai Agility than they had with their previous solutions. They experienced higher team engagement and greater alignment between the business, software development, and IT operations. Greater visibility was gained as management, stakeholders, and team members had real-time visibility into how planning was impacting the PI. Teams were instantly able to see their total story points and compare those to previous velocity trends. Management could see how the numbers were rolling up across the teams.

"We're really seeing a steep climb in productivity and we're also seeing much better alignment between portfolio, program, development, and delivery." said Evan Smith, Release Train Engineer and ScrumMaster Manager at MasterControl.

> I've used Rally and JIRA, and it was clear to me that VersionOne [now Digital.ai Agility] had a much better user experience and aligned more closely to SAFe out of the box.
>
> **Evan Smith,** Release Train Engineer and ScrumMaster Manager, MasterControl

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