Servebase multi-channel payments
Enabled by excellent Agile Delivery

Please note
As of February 2014, Servebase is PXP, however as this engagement with PXP was in 2012 they will be known throughout by their former name “Servebase”.

Background
Servebase engaged with Radtac in 2012 with the objective of enhancing the quality and efficiency of its software development process. They were using classic ‘V’ model for development which was proving less effective as the demand to increase the speed of delivery was continually growing in an environment of accelerating change. Like most successful businesses, their software portfolio is a mix of modern development and legacy systems running on older technologies, and managing the prioritisation of new development versus serving their existing estate of customers is a problem that will be familiar to many of us.
Radtac came on site to train Servebase’s teams with bespoke coaching tailored to their particular organisation and context. We conducted one-to-one mentoring with staff members in order to ensure that the learning was embedded by coaching. Through this approach the transfer of skills and practice is achieved and retained through ‘coaching from the back of the room’.

The team was coached on a clear scope of work, being taken through the use of a Big Visible Chart. In this case a Kanban Board was proposed and was highly effective. This approach identified the ‘stop starting – start finishing’ challenges of having too much work-in-progress and no effective prioritisation of work items. The highest value work was the focus on completion, and the Kanban approach allowed for the high level of volatility and re-prioritisation. This allowed the sales and marketing team to better focus on the customer.

On the technical delivery side Radtac has helped Servebase with the modernisation of their delivery infrastructure, installing modern Distributed Version Control Software (DVCS), static analysis and Continuous Integration (CI) software in order to automate the process of building, testing, measuring and deploying their software releases (e.g. CI through Atlassian Bamboo Server).

As part of the engagement Radtac has delivered Software Quality training based upon Extreme Programming (XP) technical practices, backed up by one-to-one coaching from TDD experts in order to enable the teams to produce software that has fewer defects and is easier to maintain.

Radtac has also helped them discuss at the CEO level within the organisation ways to maximise revenue and marketing approaches from their existing software products while developing the next generation of products.