



Volkswagen

# Volkswagen Financial Services: Connect On-Line delivered with Agile

## Managing uncertainty and changing requirements

### Situation

Volkswagen Financial Services (VWFS) were facing a significant challenge to produce a new dealer network system: Connect On-Line. This new system for car sales and finance packages was needed to keep pace with changing market dynamics, technology and customer demands.

The project had a vision, however Volkswagen were struggling with requirements evolving as the project matured. Any traditional delivery methodology would require a strong, detailed and in-depth business case. The traditional Waterfall approach failed at the first hurdle.

### Task

Volkswagen chose the Radtac team to empower their shift toward adopting, embedding and evolving Agile ways of working. The goal was to deliver value faster and continuously. This flexibility would enable to project to start and grow as more features were understood and prioritised for delivery.

### Actions

The teams from Radtac and Volkswagen worked together, empowering senior managers using a combination of consulting, coaching, practitioners and training. This enabled leaders to get buy in for Agile at executive level, and to embed an Agile mindset across the entire company. Together, the teams worked on:

-  an Agile readiness assessment
-  planning the next steps and creating a roadmap for the program
-  creating a 3-day customised Agile training course which included a combination of DSDM methodology and Scrum.

### Results

Introducing Agile ways of working to replace the traditional Waterfall approach has paid big dividends. The Radtac and Volkswagen teams have:

-  delivered a robust and accepted approach to the project vision without exhaustive and wasteful planning
-  ensured buy-in from the senior team through to executive level for the approach
-  enabled delivery, which was previously thought impossible using Waterfall, by using Agile ways of working
-  defined a culturally acceptable combination of Agile approaches to deliver true business value.