nagarro

VEROO

Cultivating an agile mindset

Industry

Travel & Logistics

Services

Transformation & Modernization

Technology

Agile Coaching & Consulting

Engagement

2 days training, 3 workshops

VEROO shapes integrated logistics to enable smart delivery of goods. They help companies streamline their supply chain processes by integrating essential, accurate, and real-time data into their systems.

VEROO combines the best know-how from two worlds—experienced logistics experts with experienced IT professionals and data scientists.

Client profile and business context

Establishing an agile culture and strategic, customer-centric thinking

One of VEROO's corporate goals is the comprehensive realignment of the entire organization as per the defined company vision and the current market requirements. In addition, there is a desire for improved, cross-team collaboration between all areas of the company. To achieve this, it was necessary to create a common understanding for agile ways of working in VEROO and to establish strategic thinking throughout the company.

Hence, VEROO turned to Nagarro to establish proven agile practices, methodologies, values, and mindsets from IT to functional areas such as sales, operations, marketing, innovation, and at the same time also positively impacting business success through customer-centric, end-to-end thinking.

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The Solution

Getting everybody on board

The company's agile journey began with a 2-day customized training on agile fundamentals with a focus on business agility, as part of the IC Agile Fundamentals training for all departments. The training comprised three consecutive half-day workshop modules to build and consolidate new skills and behaviors.

- The first module of the training included the basics of agility, complexity, value-driven development, agile values, and principles on developing an agile mindset.

- After that, the agile methods were acquired and reinforced in the form of practical exercises (Scrum and Kanban).

- The third module was dedicated to business agility, in which practices for better customer and user interactions, self-organization, and vision creation were applied.

The highlight for all participants was the Lego simulation that helped them practice what they had learned (from vision to implementation) in a playful way.

Between the modules, the participants continuously applied the knowledge they had learned in their daily work and reflected on their experiences and insights together with the Agile Business Coaches from Nagarro.

Competencies the client acquired on the way

The first workshop served to make VEROO's current challenges visible with the help of a solution-focused approach and also helped look into the future. The inferences derived helped set the orientation of the other workshops. In the second workshop, the participants were introduced to the basics of the OKR method and worked out the objectives and key results independently in small groups based on a previously created vision.

At the end of this module, the participants learned about the Flight Level Model, which clearly showed the effect of specific improvement steps at different levels, as well as other methods and scaling frameworks based on practical examples. The last workshop in this series aimed at understanding change through theory impulses. It aimed to show the importance of dedicated support for change in an organization and the establishment of a change team within the organization. The creation of an Agile Charter for this change team, including the purpose, goals, collaboration model and underlying values and principles, rounded off the workshop series.

To ensure long-term change with a big impact, we continue to invest in coaching and mentoring from our Agile Business Coaches. It ensures cross-team improvements and the sustainable learning culture within the organization.

Outcomes

Changes already achieved

The first milestones on the way to an agile organization have already been achieved. Some of them include:

- A common understanding of agile practices, methods, and techniques (including recommendations for implementation) throughout the organization

- Joint development of ideas for establishing an agile mindset

- Identification of concrete measures for cross-team collaboration

- Starting point for more agility at the senior management level (also non-IT teams)

Mid-term, the investment will have a positive impact on the delivery of unique features and closer collaboration with existing and new customers.
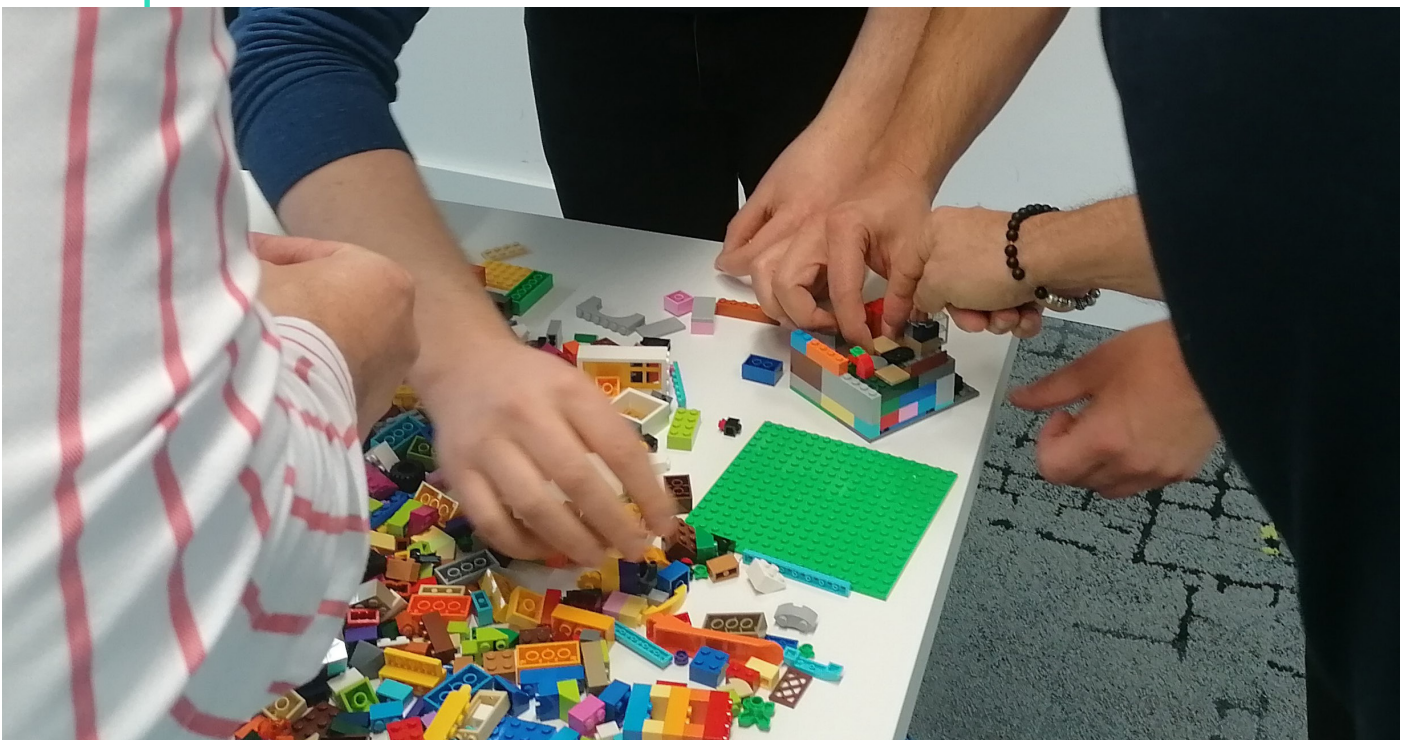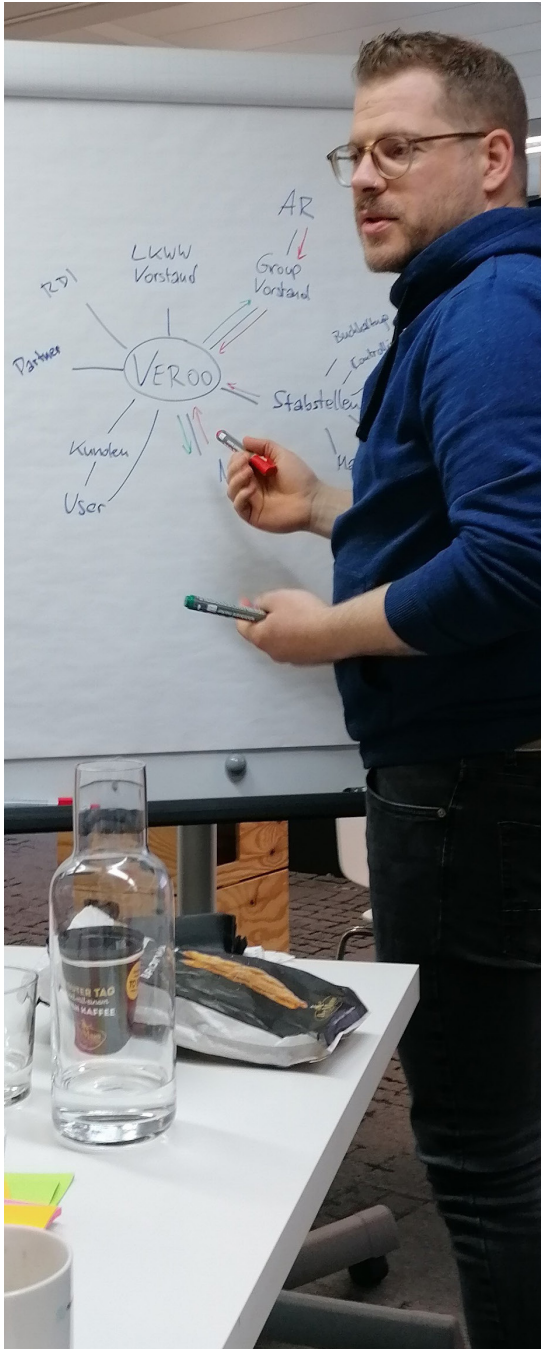
Testimonial

"As part of a tailor-made curriculum around Business Agility, the Nagarro trainers provided us with methodological knowledge as well as plenty of practical experience through exciting group exercises and entertaining learning units. We especially liked the interactive design and the fact that there was plenty of fun. All in all, a valuable experience for our team and an important step in realizing our vision."

Maximilian Wallisch
Head of Product Development

About Nagarro
In a changing and evolving world, challenges are ever more unique and complex.
Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agileand caring mindset. We excel at digital productengineering and deliver on our promise of thinking breakthroughs. Today, we are 16,000 experts across 30 countries, forming a Nation of Nagarrians, ready to help our customers succeed.

www.nagarro.com