



## Accelerating value delivery

Agile transformation, technical consulting, application development and maintenance for one of the fastest growing companies in the casino games business

### CLIENT PROFILE

**SECTOR**  
Gaming

**COMPANY**  
Tom Horn gaming

**EMPLOYEES**  
51-200



**Agile**  
Consulting and  
Services



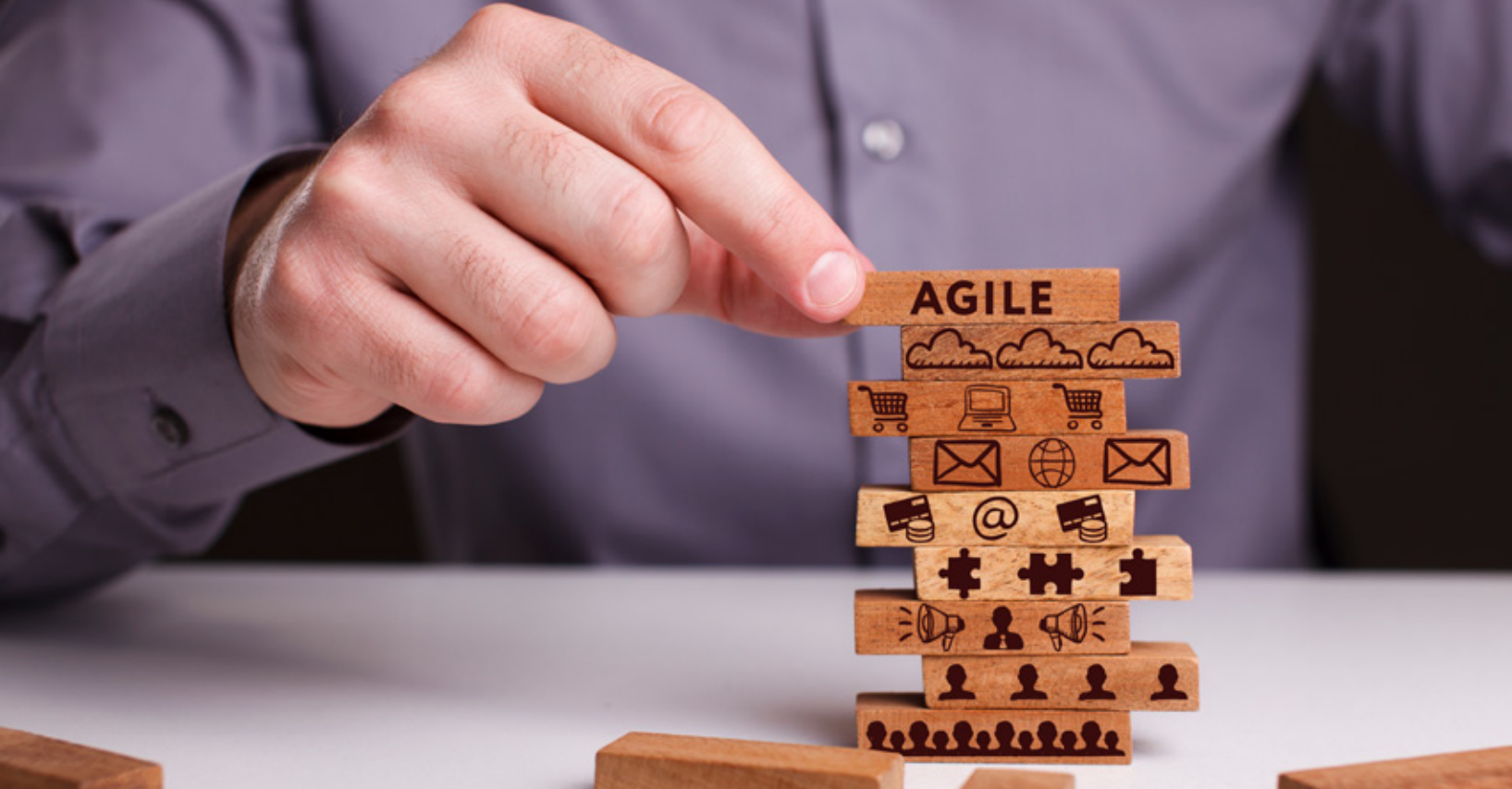
**8 Weeks**  
Agile consulting  
engagement

### PROFILE

Tom Horn Gaming is an omni-channel software supplier with a rich portfolio of casino games. This includes an extensive collection of cross-platform video slots, available on mobiles, desktops, and terminals. The company was struggling with an ever-increasing backlog of work, poor predictability, and a high time to market (TTM) to launch new games and to meet customer commitments. Tom Horn has been working with Nagarro for more than 3 years in the areas of agile transformation, technical consulting, and in application development and maintenance.

### COPING UP WITH THE CUSTOMER DEMANDS TO DELIVER NEW GAMES

The big challenge for Tom Horn was – “How do we deliver new games to the market faster and with a higher degree of predictability?” When organizations and departments truly adopt the agile ways of working, it translates to more transparency, better employee engagement, accelerated value delivery and a faster time to market. To achieve that and to not just be content with simply following agile practices, it requires a guided transformation, with an infusion of fresh ideas to foster improvements.



## A SUCCESSFUL AGILE TRANSFORMATION

As its first step, Nagarro worked closely with the Tom Horn leadership to understand the top business challenges and their underlying impediments. Based on those discussions, Nagarro implemented its 5Ps Enterprise Transformation Approach, an onshore/offshore model of consulting. Under this, an enterprise transformation consultant worked hand-in-hand with the leadership and cross-functional teams at Tom Horn. This brought about such a change across all teams and departments, that its all-round impact could be seen within 3 weeks of the initiative.. So, how did we turn things around? Here's a step-by-step account of this success story:

### A step-by-step approach to enterprise agile transformation – the 5Ps

- We began by aligning the vision of the enterprise transformation initiative with what really mattered to the business. We also assessed their preparedness for the transformation.
- We laid out a detailed plan and its scope. for the casino gaming value stream, its objectives such as a faster time to market, and the measures for success. We also defined a clear transformation plan, including the milestones for different phases.
- In the execution phase of the transformation, we commenced with changes to a small team, constantly looking out for impact and then adapting to steer the team towards success. We then propagated its success to other teams across the value stream. By leveraging tools like Portfolio for Jira, we enhanced visibility across the leadership team.
- We completed the transformation by guiding the enterprise on how to preserve what was achieved and the way forward to the path of continuous learning and innovation.



## 60% IMPROVEMENT IN TIME-TO-MARKET OF NEW GAME LAUNCHES

Casino gaming is a highly competitive and regulated industry, which makes enterprise agility a key capability. By adopting newer ways of working, streamlining the flow of value across the value stream, and by implementing tools to enhance transparency and visibility, Tom Horn was able to go-to-market much sooner and was able to make commitments to customers with more confidence.

Some highlights of the transformation:

- Accelerated value delivery by 60%
- Improved speed in completion of features as per commitments, up from 25% to 95% per development cycle
- Increased visibility of time-to-market in launching new games (visibility from 1 week to up to 6 months)

Due to greater agility across departments, driving initiatives centrally from one single prioritized backlog, stress on dependency management, leveraging tools for more transparency and visibility, the wheels of the enterprise started chugging along much faster and in a direction aligned to the enterprise vision. As additional benefits, there was an increase in the employee engagement levels which translated into free exchange of ideas, innovation, and continuous improvement.





## CLIENT TESTIMONIAL



“Since the very first call with the Nagarro consultants I had a feeling the agile transformation initiative which included mentoring and coaching under the supervision of the Nagarro Agile CoE will be a success. After two months of close cooperation with them I must say, the result is even better than I thought. The consultants with their clear approach, patience, and obviously deep knowledge about enterprise agility helped us significantly improve our processes.”

PETER VOZAR

CHIEF OPERATING OFFICER, TOM HORN GAMING



## ABOUT NAGARRO

Nagarro drives technology-led business breakthroughs for industry leaders and challengers. When our clients want to move fast and make things, they turn to us. Today, we are 6,500 experts across 21 countries. Together we form Nagarro, the global services division of Munich-based Allgeier SE.