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# INSIGHTS



## DEVOPS – CHEAPER OR SMARTER?

“Better, Faster, Cheaper” or “Better, Faster, Smarter,” which works better for you?

In the heyday of ERP, the battle cry was, “Better, Faster, Cheaper!” Large and small service providers touted their methods, accelerators, and toolsets that could deliver these mammoth ERP solutions with high quality, in less time, and for less money.

### Did “Better, Faster, Cheaper” achieve these outcomes?

As DevOps drives Digital Transformation, it will need to extend ERP systems, support multi-platform app development, leverage big data, and adopt cloud technologies. Will DevOps need to work smarter to achieve this transformation?



### How does DevOps have to change to lead Digital Transformation?

The four areas crucial to smarter DevOps:

1. Measuring DevOps Effectiveness
2. Accelerating App Dev for Digital Transformation
3. Adopt an Agile Methodology
4. Embrace a Digital Mindset

### How do you measure your DevOps group?

Many KPIs or metrics exist on how to measure DevOps. Agreement on the priority and importance of these KPIs vary depending upon where you are in your Digital Transformation journey. We can agree that these four are vital metrics on any organization’s dashboard--

- On-time delivery
- Business value
- Customer/user satisfaction
- Product (app) quality

The adage, “*What gets measured gets done!*” applies here.

Do you have a system in place to capture and measure against these KPIs? For example, if you have a stated goal to release an app update every two weeks, how do you compare against this goal – favorably, I trust?

For business value, this is often hard for IT to measure. That is why leading DevOps teams collaborate with the business to identify and account for these metrics. The two primary dimensions that are measured are:

1. Increased Revenue
2. Improved Profitability

An enhanced customer journey or experience can drive revenue growth. As we have mentioned in previous articles, working smarter with Mendix helps reduce time and costs for users. At the very least, your apps should be designed to achieve these business goals.

### Accelerating App Dev for Digital Transformation

Gartner Group has Mendix as a leader in their Magic Quadrant for Low-Code Application Platforms. Mendix is also Titan's preferred platform for Low-Code Development. **Why Mendix?** Let's look at the following qualities that set it apart from the rest:

- Speeds up Application Delivery and Deployment (AD&D) as much as 5-7x.
- Fosters collaboration between business and IT to reduce AD&D cycle time.
- Provides the controls to put software development in the hands of less technical developers.
- Provides uncompromising security, scalability, and long-term maintainability.

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According to Gartner and Forrester, Mendix is a leader in the low-code development market. Mendix meets the key needs of Enterprise IT and DevOps teams by delivering business applications with scalability, reliability, and less time than legacy platforms such as ABAP, .NET, and Java.

### Adopt an Agile Methodology

Agile is not a new concept. Rapid Application Development (RAD) has been a DevOps objective for more than twenty years. Mendix for development and collaboration tools such as MS Teams, Slack, and others help support and enhance a RAD environment.

### Why does Agile work?

People naturally want to solve their problems and become part of a high-performing team. Top-performing companies use Agile and accomplish their goals through collaboration and teamwork. Working together, the teams share insights, creativity, and solve problems together. Agile forces IT and business to work together. This blending of skill sets ultimately benefits internal and external customers. When business and IT collaborate leveraging Agile, great things happen!

Gone are the siloed days of individual contributors working solely in their departments. Smart, cross-functional teams now deliver better apps faster. Teams are encouraged to regularly meet with customers to gain a deeper understanding of their needs for running their businesses.

With an agile model, DevOps teams deliver applications and solutions in weeks, not months or years. The faster cadence or velocity of software delivery at a higher level of quality increases stakeholder engagement and outcomes through:

- Integration burndown
- Release burndown

Another reason teams prefer an Agile approach is due to the **shortened feedback loop**. With traditional ERP and Waterfall projects, your feedback loop may take years to assess your success or failure. For the most part, the teams were on to the next project or wave and not influenced by the feedback. Developing and delivering apps in weeks and months shortens the feedback loop and strongly motivates the teams to a higher standard.

Too frequently, we rely upon the tools, processes, and methods to achieve the project goals. Companies that produce in the highest quartile of digital projects point to how well they integrate and invest in the organizational change activities. For better results, one must place a greater emphasis on training the people and their behavior that use these tools and methods. The

training should include hard and soft skills including tools, techniques, empathy, diversification, collaboration, accountability, ownership, and engagement.



### Embrace a Digital Mindset

An alarming statistic reveals that only 8% to 30% of Digital Transformation projects succeed in reaching their goals, while over 70% fail. The significant disparity in results reflects the ambiguity of what is defined as a Digital Transformation project. However, regardless of the actual statistics, a **70+% failure rate is not a sustainable or acceptable outcome**.

In their book, *Beyond Performance 2.0: A Proven Approach to Leading Large-Scale Change*, McKinsey & Company partners Scott Keller and Bill Schaninger prescribe what is necessary to bring about large-scale change in any organization.

A key element highlighted in the book is the focus on performance and health. Too often only the performance of a team is measured. For successful Digital Transformation 'health,' the **people and organizational-side of the transformation is equally critical**.

The health side of the equation relates predominantly to collaboration and empathy. In the book, the measures for health refer to alignment, meaning, and the ability to execute. Succinctly, to succeed with the change, you need to check your ego at the door and trust in your team – easier said than done! High performing teams in sports and business can attest to these outcomes.

**"Better, Faster, Smarter" is the Titan Consulting way to unleash the power of your teams working together.**

If working smarter is your preferred approach to app development in today's software-driven world, contact Titan Consulting to assess how your DevOps teams can improve efficiency.

Learn how Titan and Mendix can meet your business's need for custom-developed applications, delivering value in weeks, not months or years. For more details on our Mendix capabilities, visit our website.