



Agile with the Swisscom Enterprise Service Management Tribe



«In cooperation with FROX AG, we were able to comprehensively improve ITSM and significantly accelerate organizational processes. We greatly appreciate the teamwork, the professional exchange and the intensive support of FROX and would like to thank them for their many years of cooperation in a spirit of partnership.»

Urs Bircher, Product Manager ESM, Swisscom (Schweiz) AG

Industry: [Telecommunications](#)



Agile with the Swisscom Enterprise Service Management Tribe

Initial situation

What was the situation up to now?

To better address the complexity of requirements as well as technological change, several development as well as operation teams of different ticketing applications at [Swisscom \(Switzerland\) Ltd.](#) were merged into one large Enterprise Service Management Tribe (ESM).

Customer benefits

What has improved as a result of the solution?

ESM's customers benefited from the changed way of working in terms of delivery times and timeliness of requirements as well as technology. Under the old waterfall project methodology, four swisscom-wide, cross-system releases in the ALL-IP environment were coordinated and implemented each year. With the new approach, 12 managed releases now take place throughout the year.

Change through the agile way of working:

- Higher number of releases: now 12 managed releases per year instead of the previous 4 ALL-IP releases per year
- Faster feedback: thanks to agile funnel management, immediate feedback on feasibility and rough scheduling
- Reduced feature waiting times: faster implementation based on user business value and the resulting priority
- Faster process: closing the time gap between entering requirements and starting development through iterative clarification of implementation details before actual implementation

Services

What services have we provided?

FROX AG was allowed to support Tribe in various roles within the entire ESM during the establishment of the organization as well as over several years in the daily project business: as Product Owner (PO) and DevOps Engineer within the individual Scrum teams, across teams in architecture issues and in Virtual Product Management (VPM).

Our tasks within the ESM project:

- **Product Owner (PO)**
 - Requirements analysis together with the requester and team
 - User story refinement
 - Planning and execution of agile ceremonies such as PI planning and sprint planning
- **DevOps Engineer**
 - Implementation of user stories across the entire lifecycle
 - Operation and monitoring of the various applications
 - Design and implementation of an automated test framework
- **Virtual Product Management (VPM)**
 - Committee consisting of representatives from business, process owner, product management and architects
 - Architectural and procedural assessment of new feature requests
 - Refinement at Epic & Epic programme level and prioritisation for the product backlog

Platform

- BMC Helix
- Camunda
- Java
- Javascript
- Webservices

Topics/Modules

- IT Service Management
- Process Digitalization
 - CMDB
 - Incident, Problem, Change
 - Integration