CASE STUDY

Systematix Improves and Standardizes their Processes with CMMI®

THE BUSINESS NEED

Systematix is a rapidly growing digital experience partner with a strong focus on delighting their customers through innovative technology services. This expansion hasn't come without a few growing pains, and Systematix faced several struggles that resulted in delayed deliveries and rework.

Systematix identified several problem areas, including:

- Absence of uniform processes that varied from project to project.
- A lack of well-defined scopes of work that lead to change requests.
- Delayed deliveries and rework, resulting in dissatisfied clients.

These problems were primarily experienced in their open-source, dot net, and mobile teams, which consist of around 120 professionals that make up about 50% of the entire company but contribute over 70% to the company's revenue.

After Systematix identified their problem areas, they worked to define what success looked like, this included:

- Standardizing processes across all projects.
- Delivering on time with minimal post-release defects.
- Improving customer satisfaction.

COMPANY BACKGROUND

Systematix Infotech is a software products and services company with international offices in the United States, India, and Singapore, along with several development centers across India. As a full-stack technology partner, Systematix provides businesses around the world with enterprise applications, Mobility, eCommerce, CMS, ERP, CRM, POS, RPA (Robotic Process Automation), Chatbots, Business Intelligence, and Data Science application development delivered in compelling UI/UX.

Since becoming incorporated in 2005, Systematix has grown and built a track record of success with over 2,500 successful projects delivered across a diverse set of industries that include automotive, logistics, eCommerce, Finance & Banking, Healthcare, Retail, Printing, Agriculture, and Education.

To learn more,
visit www.systematixinfotech.com

THE SOLUTION

With their goals clearly defined, Systematix determined that they would like to target achieving CMMI Development (CMMI-DEV) Maturity Level 3.

Maturity Level 3 was chosen because Systematix realized they had defined processes that mostly addressed concepts at Maturity Level 2; however, those processes were not synchronized and standardized across the organization.

The critical breakthrough Systematix discovered through CMMI was learning how to precisely measure the outcome of processes. The adoption of CMMI taught Systematix about the collection of the datapoints which are critical to be collected for the project's progress and measurement of the efforts and outcome, as well as how to apply that across their variety of projects.

Through CMMI adoption Systematix also began to strategically address their problem areas by:
- Minimizing post-release defects by writing unit test cases and following department specific quality checklists before raising test-requests.
- Improving their on-time delivery by making improvements in effort overruns in requirements, coding, PM, and testing phases.

After making these changes to standardize processes and measurement, Systematix was appraised at CMMI-DEV Maturity Level 3, indicating a proactive approach to setting organization-wide standards that guide their projects.

> "Now that we've adopted CMMI, we realize our true challenge is not just eliminating rework but improving the way we do all our work."
>
> - Ajay Bhoraskar
>   Systematix CEO

RESULTS

Through the adoption of CMMI, Systematix has greatly improved in their problem areas and have discovered new opportunities for improved efficiency and innovation throughout their organization.

In the months after achieving CMMI-DEV Maturity Level 3, Systematix has:
- A 90% internal defect detection rate. Their internal defect detection rate was 60% before adoption – a 50% change increase.
- A current customer satisfaction score (CSAT) of 71%. Their CSAT score was 54.23% before adoption – a 31% change increase.

Along with these improvements in key areas, Systematix also benefitted in other business objectives, including:
- A decrease of 60% in schedule variation of projects.
- A reduction to 20% from 60% in effort variation.
- More process-oriented teams in the organization.

CMMI® Institute
AN ISACA ENTERPRISE

Systematix's CMMI-DEV adoption has resulted in an overall improvement in the quality of work where the processes have been implemented. Systematix credits CMMI lead appraiser Kris Puthucode of Software Quality Center LLC. (SQC Global), with facilitating the appraisal by making the project team comfortable with opening up and creating a dialogue during the process. While at times the project teams had difficulty explaining their processes in technical terminology, Kris was more than capable of interpreting the team's intent and willingness to adopt new processes.The appraisal process also provided Systematix valuable insight into both corrective and preventive actions the organization can take based on the data they consistently collect.

LESSONS LEARNED

Set the Standard

A system of uniform processes and approaches not only benefit individual projects but an entire organization.

Measure Up

Clearly defined quantitative parameters, KPIs, and consistent measurement is critical to determining the efficiency of any process.

Small But Mighty

A united team can accomplish anything.