Agile Capability Statement
Mindtree’s Agile Center of Excellence starts with the Agile Manifesto, overlays industry leading practices, in a facility designed to support agile, focused on a finite set of offerings, and is tool agnostic to deliver exceptional value to our clients.
Mindtree Agile Framework

Our Agile Framework adds structure to an agile implementation without sacrificing the benefits of agile.
Agile – Delivering Real Time Innovation

- On the same page from the beginning
- Shared nuance and context
- Course adjustments real-time
- Rapid / Flexible response
- Reduced lag time
- No unwelcome surprises
- All parties invested

Inputs from Client, Team, Managers, Execs

TFS to Manage Scrum Team & Backlog
- Join daily scrums real-time updates

2 Week Sprints

- Definition of Done

Mindtree
Planning at different levels

- **Product Vision**: Quarterly by the Product Owner
- **Product Roadmap**: Monthly by the Product Owner
- **Release Planning**: Release plan done by Product Management Team
- **Sprint Planning**: Bi-Weekly by the Scrum Team
- **Daily Planning**: Daily by the Scrum Team
Blueprint for an Agile based Delivery

- Practitioners from Mindtree and Customer co-author a lightweight, comprehensive Blueprint for an Agile based delivery. This *blueprint* would typically cover the following topics:
  - **Engineering**
    - Development Strategy
    - Test Strategy
    - Automation Strategy
    - Configuration, Build and Deployment Strategy
    - Integration and Release Management Strategy
  - **Tooling**
  - **Metrics and Measures**
  - **Governance**
  - **Quality Assurance**
  - **Risk Management**
  - **Communication Management**
  - **People**
    - Training
    - Capacity Planning
    - Induction
  - **Infrastructure**
    - Space
    - Hardware
    - Software
    - Network
  - **Commercial / Contracting principles**
Typical Agile Solution Delivery Approach
Crawl, Walk, Run

Foundational Setup
- UX design
- Architecture design
- Create product backlog
- Establish connectivity to all required systems
- Ramp-up team(s) for Agile development and QA

Discovery
- Understanding of the Client’s business objectives, technical landscape, and existing infrastructure
- Arrive at high level Foundational Task List

Step 1 – Discovery

Step 2 – Ramp-up and Foundation Setup

Functional Sprints
- Bi weekly sprints
- Ongoing prioritization of features via backlog
- Monthly or quarterly releases
- Sprint reviews and retrospectives
## Large Scale Agile Projects

<table>
<thead>
<tr>
<th>Company</th>
<th>Agile Practitioners</th>
<th>Type of Business</th>
<th>Years</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITA</td>
<td>200+</td>
<td>Travel</td>
<td>6</td>
<td>(3 Agile) 20 Scrum teams, 15 projects</td>
</tr>
<tr>
<td>Entertainment Partners</td>
<td>70+</td>
<td>Production Mgmt. Solutions(Entertainment)</td>
<td>2</td>
<td>Two major programs, 9 Scrum teams</td>
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<tr>
<td>Avis Budget Group</td>
<td>110+</td>
<td>Travel</td>
<td>13 US</td>
<td>2 EMEA (1 Agile) 9 Scrum teams</td>
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<tr>
<td>RAET</td>
<td>80+</td>
<td>Human Resources /Payroll ISV</td>
<td>1.5</td>
<td>Developing cross-project strategic .NET architecture</td>
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<tr>
<td>Keenan and Associates</td>
<td>17</td>
<td>Insurance</td>
<td>7</td>
<td>(3 Agile) 2 onsite, 15 onshore; Helped transition from waterfall to Agile</td>
</tr>
<tr>
<td>Southwest Airlines</td>
<td>140+</td>
<td>Travel</td>
<td>4</td>
<td>Near shore team (Florida, Texas)</td>
</tr>
<tr>
<td>Symantec</td>
<td>150+</td>
<td>ISV for Security</td>
<td>11</td>
<td>200+ on-time product releases</td>
</tr>
</tbody>
</table>
**Gainesville, FL Delivery Center**

**Agile Center of Excellence**
Our Agile ninjas can accelerate your time to market by driving continuous change

**State-of-the-art Onshore Facility**
Optimize communication in similar time-zone with on-site team via video walls

**Digital Center of Excellence**
Driving business transformation with digital strategy and user experience experts

**University of Florida Strategic Partner**
The anchor industry partner in UF Engineering School innovation initiative
GDC At-A-Glance

80% Local US Mind hires
~54% of Minds are lateral hires that average 9+ years experience

18 Clients
4 Fortune 500
4 Agile Induction Programs
Multiple Agile & Testing Centers of Excellence

Partnership with University of Florida
8900 Engineering Students - average GPA: 4.28
QA Academy with Santa Fe College

Millennial generation brings gadget savvy innovation
Seasoned professionals bring quality and process
Innovation Program

Custom designed for Agile Consulting & Development
Capacity for 300 with Expansion to 2000

Agile Nerve Center & CoE

400+ Minds in four years
Anchor tenant in the heart of Innovation Square
Full support from Florida state and local governments
Focus Areas

Gainesville is a one stop shop for Agile & Innovation

Agile Consulting
- Induction Program
- Maturity Assessment
- Agile Transformation
- Coaching
- Training

Agile Execution
- Agile CoE
- Pod Development
- Architecture & System Engineering
- Pod Seeding
- Rapid Prototyping
- Epic Analysis & Prioritization
- Backlog Grooming

Testing
- In Pod/Sprint
- BDD / CI
- Automation
- Risk Based
- TCoE

Digital Business
- Mobile & Tablet Solutions
- UX & UI
- Digital Marketing (SEO)
- eCommerce
- Portals, Content & Collaboration
- SharePoint

DAS
- Sprint 0 Discovery
- Agile BI
- Advanced Data Visualization
- BI CoE
- Report Factory
- Predictive Analytics

Mindtree
Same time zone for real-time interaction - linked via always-on video feed

Built for Agile development, full transparency and high quality
Innovation Square

Mindtree is the anchor tenant in UF’s Innovation Square. Innovation Square is a planned 5.5 million sq. ft. complex to support urban living, create jobs, community synergy, encourage commercialization of research, and grow the economy in Gainesville.

Innovation Square at University of Florida

Work, Live, Play

Mindtree
SITA is a multinational information technology company specializing in providing IT and telecommunication services to the air transport industry. The company provides its services to over 550 members and 2,700 customers worldwide—this amounts to over 90% of the world's airline business.

**Engagement Overview**
- The Software Delivery Framework, based on the Agile/SCRUM methodology
- Offshore Development Centre for Development & Testing
- Performed various services Consulting, Architecture Definition, Architecture Re-engineering, Application Development, Maintenance & Testing

**Scope of Services**
- **Technologies**: JSF, J2EE, Hibernate, SOA, JMS, Spring, JPA, Jibx, Xtream
- **Tools**: Jboss, Tomcat Server, JIRA, SVN, Maven2.0, Oracle 10, Eclipse, Artifactory etc.
- **Projects**: Baggage Manager, Departure Control System, Weight and Balance, Agent Reservation Desktop, Next Generation Graphical User Interface, Airfare Shop, Customer Journey Archival etc.
- **Migration from legacy systems to open systems**
- **Custom Enterprise Service Bus (ESB) implementation**
- **Border Management System, Pre-bill Maintenance Level 2 and Level 3 support**

**Overview**
- **Overall Engagement**
  - 5 Years

**Multiple Programs**
- 11 ongoing Projects

**Distributed Agile**
- 20+ Team Across 4 countries

**Development Team**
- 500+ scrum members project team

**Domain Expertise**
- Leveraged the extensive domain expertise
  - Passenger Servicing System
  - Customer Loyalty
  - Passenger Security
  - Crew Management
  - Airport Solutions etc

**Strong Architecture Team**
- Highly experienced technical team defined the entire SOA and associated design processes

**Scalable Development Team**
- Scaled from 2 teams to 16 development teams engineering the most complex business requirements per industry practices

**Multi Vendor Engagement**
- Collaborative Project Management with multiple vendors across geographies

**Testing Framework**
- Robust Testing Framework resulting in a one-click end-to-end automation test suite producing effective regression testing every sprint
Agile Case Study

Business Challenge
The world's largest low-cost carrier upgraded their legacy e-commerce platform to distribute across multiple digital channels.

- Needs: more flexibility for rapid response changes, improve partner integrations, create a secure transfer of information across channels and upgrade to premium offerings

Agile Solution
Elevated product owner transparency resulting in a reduction of rework & changes by 50%

Implemented new processes for backlog queries which promoted instant communication with Product Owner

Introduced SAML technology to protect shared personal customer data, mitigating the risk between partners.

Developed new premium offerings to increase revenue opportunities on the web site & via mobile

Benefits

- **Business Confidence:** Gainesville team is now the go-to for 100% of their Loyalty program implementations

- **Expertise:** Deep domain & cross-training across teams

- **Seamless Integration:** Work in 100% real-time through open video link and cloud services for burn down, dashboards and metrics

- **Efficiency:** 47.5% efficiency improvement since inception of the program

- **Quality:** Agile Pods are maintaining above average story points/sprint with the highest code quality

“You did an outstanding job delivering products that have helped our Customers. The Rapid Rewards Team was able to go to their Leaders and report some significant increases in revenue due to your efforts!” – Marketing Director
AIG engaged Mindtree to lead the transformation of AIG’s quality assurance & testing services by strategizing, implementing & operationalizing their Testing Center of Excellence for Commercial, Private Clients & Latin American & Caribbean business groups.

**AIG TCoE Goals**

**Short Term Goals**
- Fed Readiness
  - Segregation of roles
  - Auditable process
  - Well organized QA assets

**Long Term Vision**
- “True Testing” Organization
  - Better quality product
  - Well managed risks
  - Value for Money

**AIG TCoE Drivers**
- Needed centralized quality management for 158 applications
- Save cost – implement “Lean TCoE”
- Improve speed to market – access to skills, solutions & labs
- Manage risks & reputation – data driven decision making
- Improve productivity – standard tools, process & re-usable components

**Mindtree’s Transformation Model**

**Acquire**
- • Process assessments
- • Business socialization
- • Business adoption of TCoE
- • QA Rules of Engagement
- • Governance
- • Application acquisition

**Stabilize**
- • TCoE process adoption
- • Quality metrics & CIO dashboards
- • QA Vendor consolidation
- • Test labs
- • Skill assessments

**Manage**
- • Training
- • Services enhancements – functional, regression, TDM, Web services certification, platform certifications
- • Optimization

**Steady State Operating Model**

**Support Services**
- • Governance - Acceptance
- • Educate & Apply Operating Model
- • Certification (Internal Audit)
- • Demand Management
- • TCoE Test Process
- • Test Execution
- • Quality Center - Test Planning

**TCoE Services**
- • Build & maintain reusable components & libraries
- • Evaluates & implements test frameworks (automation etc)
- • Continuous Improvements – process, tools, innovation
- • Talent Management – career & training
- • Best Practices

**Legend**
- • Planned
- • Completed
- • In-Progress
- • Special Services
- • Technology based test solutions & strategies
- • Assessments
- • SIO Exception Approval
- • Exception
Mobile Solution Case Study

World’s Largest Automobile Manufacturer

- Client wanted to enable its customers to manage their vehicles via a clean simple easy to use mobile app

179,000 Downloads in the first month

Designed to help the car owner:
- Get notification on upcoming scheduled service
- Locate nearest service station
- View Vehicle manual and how-to-videos
- Connect with preferred dealers
- Store digital documents related to vehicle
- Get Safety Recall
“Let’s unleash possibilities”