



# The Agile Customer Experience™ Implementation Methodology

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Quantum Retail has embraced a new implementation methodology with the goal of speeding time to value, reducing implementation risk, minimizing product modifications, and ensuring user acceptance. This innovative software implementation process will result in smooth and easy user adoption while delivering quick time to value.

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## Methodology //

Successful software implementations generate user adoption while delivering value quickly. At Quantum, we have employed an Agile Customer Experience (ACE)™ implementation methodology. The Agile Customer Experience™ leverages the actual Q suite of products and live customer information to start delivering value and performance visibility in as little as 6-8 weeks of beginning an engagement. Quantum Retail implementations are proven to achieve and sustain significant return on investment, with customers achieving full program ROI within six months of deployment.

## The ACE™ Difference //

Most software implementations take over a year to complete and disrupt a company's people and processes. In today's competitive market, retailers do not have the patience to deal with these disruptions or the time to wait for results. With ACE™, Quantum's software solutions are implemented in a fast and low risk methodology, by phasing integration, change management, and value creation throughout the life of the deployment. Phased implementations help to reduce the risk associated with new software integration and align the companies' business strategies with their customers.

### THE KEY DIFFERENCES TO THIS IMPLEMENTATION APPROACH:

- Add immense value, starting early in the implementation
- Provide a roadmap to grow and change with a client's needs
- Deliver a solution of unparalleled scalability and usability
- Allow the client to leverage a broader solution suite to address future needs built on top of the same platform

## Solution Sprints

With the increasing pace and uncertainty of today's market, retailers do not have time to wait for results. Quantum Retail will deliver our solutions through a unique approach that focuses on speed to value for clients. This is done by implementing in short "solution sprints" rather than in traditional waterfall or consultant heavy methodologies.

When software is implemented with the ACE™ methodology, a full program is identified, but the specific path to achieving the program objective(s) is allowed to incorporate a certain amount of change. This methodology allows the Quantum and client team flexibility to follow a delivery path of greatest value to the customer. The implementation is made up of one or more sprints that come together to form an interim release in the project. Every interim release in this process results in a deployed aspect of Q with client specific results produced from the solution.

## Implementation Sprints

THERE ARE THREE TYPES OF IMPLEMENTATION SPRINTS:

1. Functional sprints
2. Integration and infrastructure sprints
3. Feedback sprints

FUNCTIONAL SPRINTS:

*Functional* sprints implement one or more components of the Q system. They have a self-contained set of deliverables that include: discovery, definition of success criteria, recommended processes, implementation, testing, and documentation.

The Q functional sprints are typically comprised of 6-8 weeks of delivery effort that allow us to implement a component of our application for use and value achievement by our clients. Each functional sprint, by design is focused on delivering the client the most value that can be achieved in a 6-8 week timeframe.

INTEGRATION AND INFRASTRUCTURE SPRINTS:

*Integration and Infrastructure* Sprints are also of a limited duration. Each sprint addresses a subset of the integration requirements or infrastructure. As in the functional sprints, each sprint has a contained set of deliverables that include: discovery, definition of success criteria, recommended processes, implementation, testing, and documentation.

Integration sprints will align with the functional sprints to enable use of the Q functionality delivered in the sprints. Addressing integration aspects early-on speeds implementation time. However, wherever possible, integration sprints and functional sprints are kept as independent as possible. The goal is for integration never to impede the functional delivery (though of course the final production usage will depend upon integration). Early sprints may use integration that is manually triggered and/or loaded.

FEEDBACK SPRINTS:

*Feedback* sprints take the functional sprints and apply them to the customer's business. Tasks in the feedback sprint include: training, tracking of ROI/success criteria, user assessment, finalizing the to-be-business process, and identification of any additional configurations or modifications necessary to support the business.

The Q Feedback Sprints are typically comprised of 4-6 weeks of effort and are run directly after the applicable solution sprint. Integration, functional, and feedback sprints run concurrently. Typically only one sprint of each type is run at any given time, but they can overlap somewhat if required.

## Project Duration //

The project phase is complete when all the solution sprints have been completed and final acceptance of the solution at the client has occurred. The objective is typically to complete a major project phase in 30 weeks or less. However, the client may want additional phases if multi-step integration, significant development, or alternative rollout strategies are requested.

The completion of any sprint identifies the next step in the path based on value and client capabilities. Other solution sprints can be substituted for specific modules if the client desires enhancements, incremental integration, or additional configuration.

Initial planning is an important step and includes agreement on program scope, timeline, and deliverables. Large gaps in any required functionality should be identified before the project starts. New development efforts need to be scoped and scheduled. This may require additional requirements and design work up front.

Program management spans the entire project and is required to ensure that all deliverables are accomplished on time, within budget, and meet the prioritized business requirements of the client.

## Urgency for the Pace of Today's Market //

In today's retail landscape, companies can either embrace the competitive market or get left behind. Quantum Retail necessitates that its customers take a strategic and holistic approach to the way they merge technology with the art of retailing. With Quantum Retail's Agile Customer Experience™ implementation methodology, we give our clients a tremendous competitive advantage at the pace of today's new market.

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### Quantum Retail

**The market is asking new questions... you need new answers.**

Q answers the new questions facing retailers today with solutions that enable them to profitably buy, move, and sell merchandise, solving the most complex and costly problems they face - **quickly and permanently.**

**Q is the answer for:** Assortment and Range Planning - Forecasting and Order Planning - Replenishment and Allocation

Every Quantum Retail customer has achieved 100% return on investment in less than 6 months. For more information visit <http://www.quantumretail.com>. Follow Quantum Retail on Twitter at <http://twitter.com/quantumretail>.