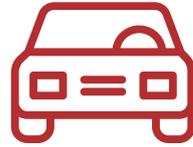# CASE STUDY
CAR RENTAL

The Business Situation

The IT teams supporting the eCommerce channel faced the following challenges:

The Client

A global car and equipment rental giant with multiple retail brands supported by a central IT team.

1. Long lead times from new business ideas to solution realization in production

2. Numerous unstructured processes for delivering IT solutions

3. Highly siloed function-based organizations

4. Failed attempts at executing agile frameworks

Our Work

CirrusLabs was invited to create the assessments and transformation strategy for our client.

Our consultants collaborated with the stakeholders and conducted:

✓ Leadership shared vision creation and team building

✓ Lean and Agile gap analysis: through broad leadership, team interviews, and surveys

✓ Organizational flow analysis

✓ Agile Maturity assessments

✓ Value Stream Mapping of current solution delivery flow to pinpoint significant waste

The Business Objective

The client had several key objectives for the engagement.

1. Assess the existing organization and determine key gaps for lean value flow

2. Develop a prioritized set of recommendations for improving time to market, quality and customer focus of

Solutions Delivery

3. Unify the leadership team on a common transformation path

The Outcome

Designed an organizational target state with recommended roles and personnel transitions

Crafted a set of transformation recommendations outlining critical investments in test automation, DevOps and agile maturation

Delivered an integrated strategy to address business objectives

Services Provided in Case Study

Portfolio Optimization

Agile Maturity Assessment

Agile Governance Strategy

SAFe™ System Team Implementation

About CirrusLabs

CirrusLabs is a management consultancy firm specializing in guiding medium-to-large scale organizations in their transformation to Continuous Business Value Delivery through use of lean thinking and agile frameworks.

Our Services

Assessment ✓

Executive Workshops ✓

Advisory ✓

Portfolio Optimization ✓

Product Strategy ✓

DevOps Implementation ✓

Training ✓

Custom Development ✓