



**MediaMarktSaturn**  
Retail Group



# MediaMarktSaturn & ZES Case Study

"Thanks, Ulassa for your inspiring and positive leadership. Guiding our teams through the agile way of working and make us a strong, highly productive, and solid team. Thanks a lot."

-Marc van Zijl, Product Owner,  
ZES Techrepair Europe



## OBJECTIVES

IT department shall handle international requirements to scale their software to the needs of multiple hubs in Europe. Missing transparency on open topics, knowledge silos and communication gaps. To scale the software to the international needs of a new way of working shall be implemented.



## SOLUTIONS

The new way of working is introduced to the IT teams in a 3 day workshop. The team agrees to work in the future in such a setting, fostering transparency and to inspect and adapt their work environment. In the first few months the IT teams & management is coached 4 days per week by an Agile Coach from Ulassa. Supporting in Strategic development, further workshops and Team Coaching.

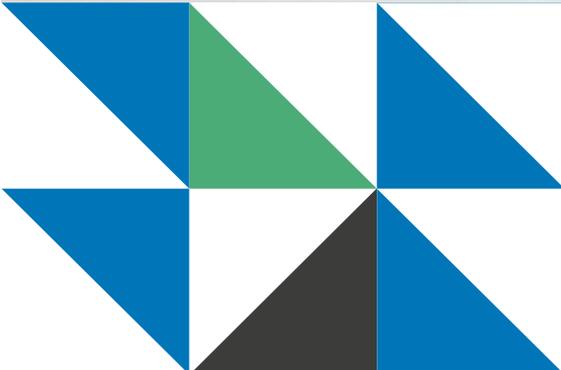
## AT A GLANCE

### CHALLENGES

- Knowledge silos
- Communication gaps
- Missing transparency on international requirements
- High workload and frustration in teams

### BENEFITS

- Teams are happy, engaged & productive
- International customers involved in requirements process
- Transparency on all levels



## BENEFITS

### Benefits 1 - Teams are happy, engaged and productive

Knowhow is shared between team members. Teams are highly engaged and increase their output.

### Benefits 2 - Higher demand is handled by same amount of people

Due to the scaling of the business case internationally the teams face higher demand. With the new structured work environment the team can manage the increased workload.

### Benefits 3 - Transparency on all levels

Transparency on international demands and the current internal bottlenecks. This supports the IT and the whole organisation by constantly finding ways to improve their work environment to create more value for the organisation.

## TESTIMONIAL



“Sven from Ulassa helped us with his knowledge and enthusiasm to foster the agile principles, practices, and mindset in our organization.”

-Simon Mader, Product Owner Scrum Transition, MediaMarktSaturn IT Solutions

### SIMON MADER

Product Owner Scrum Transition,  
MediaMarktSaturn IT Solutions