

# Prolight Case Study

"We have now a professional software company inside our company.

Now we can deliver on our digitlization strategy."

Manfred Waldauf,  
Head IT & CFO at Prolight



## OBJECTIVES

IT department unhappy about how unstructured requirements are handled, high frustration and no clear transparency on open topics and between the 2 teams. To implement a digitalisation strategy and to handle the growing demands on the IT department a new way of working shall be implemented.



## SOLUTIONS

The new way of working is introduced to the IT teams in a 2 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 2 days per week by an Agile Coach from Ulassa. Supporting in Strategic development, further workshops and Team Coaching.

## AT A GLANCE

### CHALLENGES

- Unstructured requirements process
- high demand but no clear focus & priorities on topics
- two IT teams with suboptimal communication

### BENEFITS

- Professional requirement and demand structure
- One IT team, supporting each other
- Transparency on all levels



## BENEFITS

### Benefits 1 - Professional software company in the company

IT Department is able to handle the growing demands from the whole organisation in a structured & prioritised way.

### Benefits 2 - One Team

The two teams grow to one single team with great team culture and supporting each others to tackle the tough daily challenges.

### Benefits 3 - More clarity in whole organisation

Demands and analysis of value stream are done more intentional before the IT implements the solution.

### Benefits 4 - Continuous improvements

IT and the whole organisation are constantly finding ways to improve their work environment and getting ride off bottlenecks to create more value for the organisation

## TESTIMONIAL



“We have now a professional new structure in our IT department allowing us to handle and support organisational demands efficiently.

Thanks to the facilitation, guidance and knowledge of our Ulassa Agile Coach Sven, we were able to increase our happiness and productivity in the organisation tremendously. ”

**MANFRED WALDAUF**

Head of IT & CFO Prolight