

Analysis and follow up of a new sales & aftersales application for use by dealers in Europe.



Question of the client/problem statement

We are currently transforming our IT systems and processes landscape to standardize dealer processes and improve customer experience. Central to this and connected with many other systems is Toshiko, the new **dealer application for Sales & Aftersales management**. We are counting on Eiger North to support owning Toshiko feature development as well as backing up the Scrum Master. The main challenges are: to understand from existing cross-system business requirements, for different customer journeys, what Toshiko must do and any dependencies on other system(s). Second, to protect the scope against a range of stakeholders, taking into account Toshiko dev team capacity.

APPROACH

Phase I: Knowledge building

- In the form of a ‘Toshiko Bible’, an extensive overview of many aspects of Toshiko was made, including: larger project context, Toshiko role, team structure and way of working, tools used, Toshiko building blocks, relationship with customer journeys, integrations with other systems, ... Such a document did not exist yet.
- Following the weekly workshops of multiple customer journeys to identify stakeholders and topics.

Phase II:

- Actively interacting with business product owners, system owners and developers during the weekly workshops in order to identify and understand requirements for Toshiko.
- Managing the features board in VSTS and Jira Align, following up with the business product owners to have all necessary information and priorities. A gap analysis was made to identify capacity issues for the upcoming quarter.
- Shadowing Toshiko team’s scrum master and analyst to be able to support and replace her as needed.

RESULT AND KNOWLEDGE TRANSFER

The Toshiko Bible is now being used as an onboarding guide for new Toshiko team members as well as people from other teams to understand Toshiko system’s relation with their own. With an up-to-date and complete features board aligned with the business owners and developers in place, the team was prepared for the large-scale quarterly features planning workshop events allowing us to escalate capacity issues and trigger cross-journey discussions on priorities.