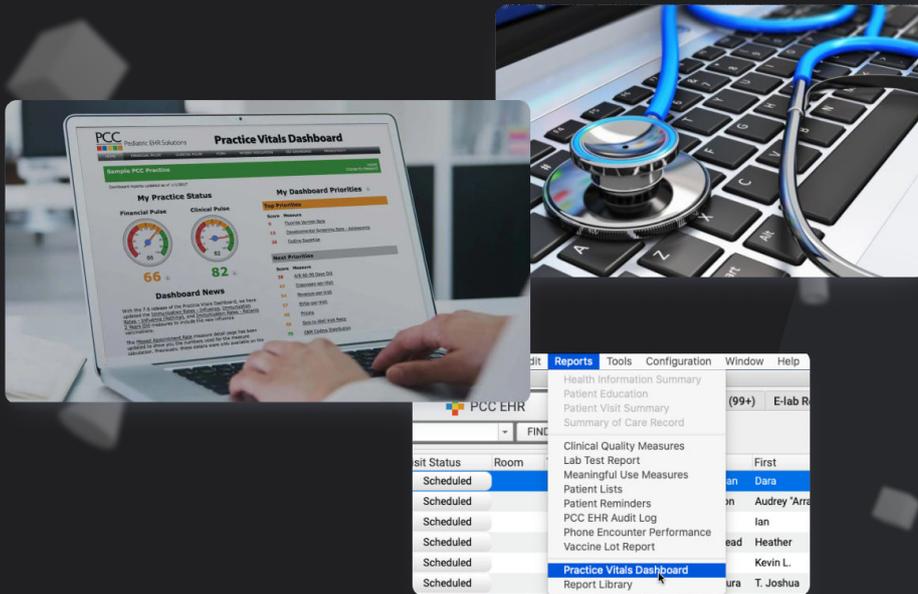


CUSTOMER STORY

PCC - Physician's Computer Company

PCC to improve project management efficiency and automation to eliminate manual work



ENHANCED INTERNAL ORGANIZATION AND 2X MORE EFFICIENT PROJECT MANAGEMENT



NEW AUTOMATED PROCESSES AND WORKFLOWS



A TRANSITION TOWARDS ONE SHARED COMMUNICATION TOOL

Short overview

THE COMPANY

PCC (Physician's Computer Company) is a USA software solutions enterprise that has been serving independent pediatricians across the nation for 40 years. In fact, the company's aim is to provide pediatricians with the most accurate software, to support them throughout their daily activities and help them better organize work. Practices finance and billing management, data analysis, remote health recording access, patients care, family support, mobile solutions: these are some of the features developed by PCC for a comprehensive EHR (Electronic Health Record) software, enabling pediatricians to achieve and maintain the highest levels of productivity and efficiency.



U.S
company



Software
solutions



1 hundred
employees



250
customers

“ Thanks to Tuleap, we have automated lots of processes, especially reports generation and their regular updating. Plus, having a highly customizable tool like Tuleap is a valuable asset, it allows us to gradually set a tailor-made solution that best adapts to our specific business needs and makes daily work easier. ”



KATHLEEN GUDMUDSEN
Software Developer at PCC



MEGAN MADDOCKS
Project Manager at PCC

Challenge: juggle among sheets and tools within a growing working environment

At the beginning of its business activity, PCC counted an overall workforce of 10-15 people and just oral communication was sufficient to keep anyone posted on business news, work organization, ongoing projects and developments, software product releases or even actions to be taken down the line.

When it came to formalize information, they relied on different tools:

- Bugzilla, the primary solution for anything related to development activities and items such as bug listing, code, features, user stories.
- Internal wikis they created and hosted. The main challenge here was tracking work and clients' requests constantly as well as manually maintaining them up-to-date.



Actually, although they had a help desk software platform to manage tickets and directly work with customers, they used to report everything, from bugs to adjustments, into their dedicated internal wikis too, for an open sharing of information across the company.

But sooner, all these factors made it clear that PCC got to a compelling turning point: looking for a new solution was necessary more than ever to help foster and sustain a new organizational approach for better project management.

The compelling need to optimize internal processes to gain in efficiency

Faced with these challenges, PCC was very committed to finding a centralised tool that would enable company-wide collaboration. In this way, **PCC ensured that its results were not impacted**, but also avoided:



Higher and higher risks of sensible data loss, since information reporting and sharing basically depended on people attention and great effort to keep the pace of what was going on at all levels.



No more guarantee of full traceability and transparency across the business.



Lack of coordination across the business, undermining project management efficiency and teams' productivity.



Difficulties for end-to-end traceability from roadmap planning, development, to deployment.



Time loss, running behind manual document generation, especially for cadenced release management.

In a nutshell, PCC had to take action and opt for a centralized tool that could meet their needs and requirements not only in terms of optimized project management at business level, but also in terms of crucial assets for them. In fact, more precisely, the software solution to be adopted had to fulfill two non-negotiable eligibility criteria at least: providing both a large suite of highly functioning tools and a self-hosting option as to ensure compliance to their confidentiality and security standards.

How Tuleap helped PCC take up their challenges ?

The three major changes that Tuleap helped introduce at PCC

1. Enhanced internal organization and project management

A better structured work organization has been achieved and many different profile teams have been progressively working with **Tuleap as a central tool** (i.e. Developers, Business Analysts, Project Managers, New client implementation team... just to name a few).

Within a few months, PCC has come up with a personalized way of functioning mostly inspired from Scrum and SAFe, although not in the traditional way.

To be more precise:

- The **Scrum methodology** is essentially used by development, delivery and release management teams. For example, they break down program into smaller user stories from which they create and organize tasks to help better respond the actual need. They run daily and bi-weekly stand-up meetings to keep posted on project's progress and they also set regular releases.
- The company has also started to use **SAFe** and SAFe terminology (e.g. Value Streams), to frame their work. The fact that the company's teams use SAFe terminology is a way for them to better understand each other, but it also allows anyone to better understand the functioning and organisational structure of PCC. Thus, the whole company is made up of 9 Value Streams, depending on product areas and organised around delivering value to their customers.

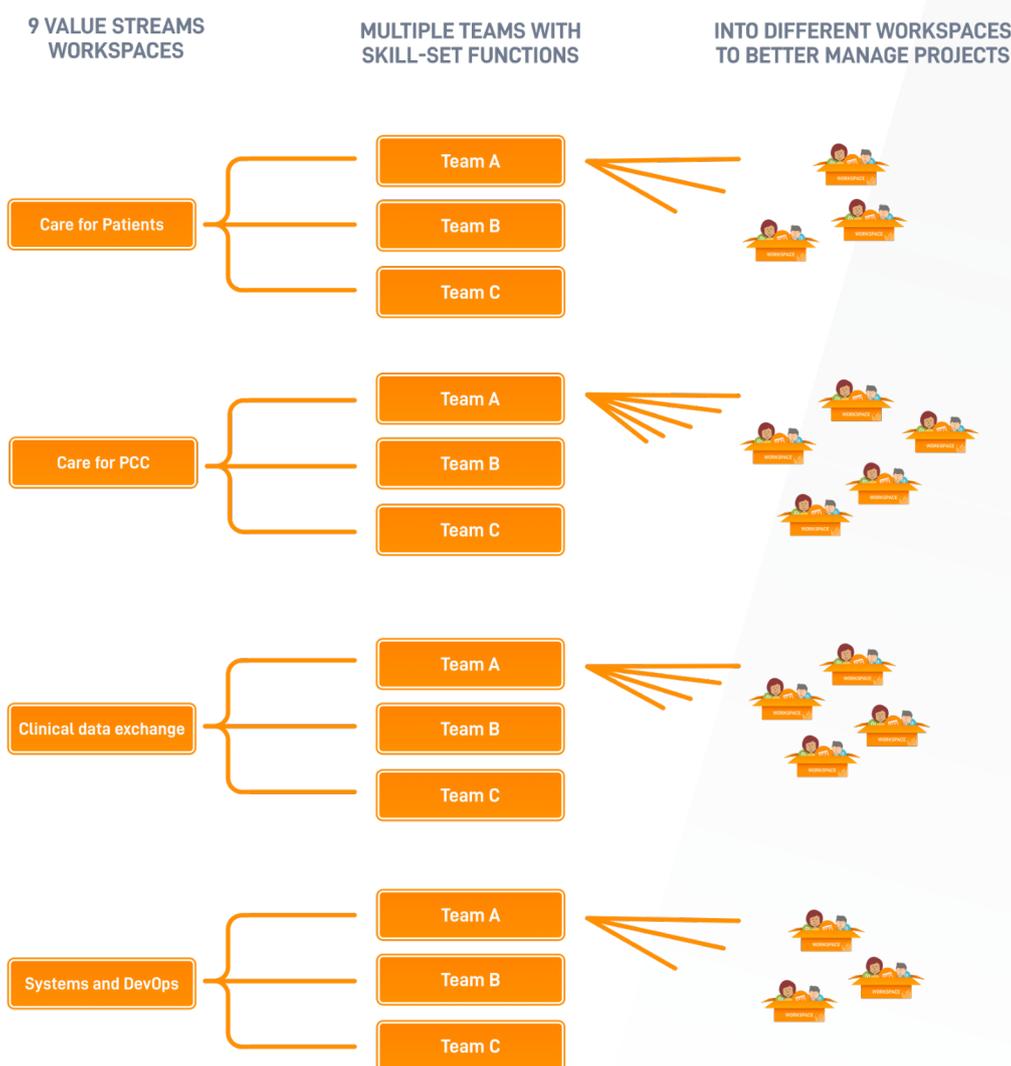
Within each specific Value Stream, there is then a range of competences that bring together several teams (such as R&D, marketing, finance, etc) which in turn are divided into different workspaces to better manage all these parallels.

Concerning methods, the Value Streams mostly layout their roadmap, as well as include development and support functions within; in other words, **teams are free to self-organize within the release cycle in order to deliver the expected results**, as long as they stick to the company's releases cadence being set at 4 per year and overall strategic company plan.

To provide an example of their Scrum-inspired organization with Tuleap: the Value Streams that have delivery teams use Scrum methodologies to function, holding scrum ceremonies by way of daily or bi-weekly meetings. Also, in parallel they have set up an internal stakeholder meeting that equates to the sprint review, whose aim is reviewing the scope, design and eventually demonstrate the work done to people from all Value Streams. «Thanks to Tuleap, the automation, the transparency and the reduction in the manual work has been great.» (Megan Maddocks, Project Manager at PCC). And so far, it's possible to evaluate that the efficiency of project management has already doubled on average.

“ Thanks to Tuleap, the automation, the transparency , the reduction in the manual work has been great and so far, it's possible to evaluate that the efficiency of project management has already doubled on average. ”

█ Megan Maddocks, Project Manager at PCC



Multiple Tuleap workspaces

1 "corporate" workspace:

Which is used to share information about the life of the PCC company and to communicate in both directions. Indeed, general information such as the newsletter or release notes are shared with all the Value Stream, but it is quite possible for a particular team to communicate with the whole company. It is also this "company workspace" which enables the dashboards of each Value Stream to be consulted.



9 Value stream Workspace, such as:

- Care for Patients = focus on clients' ability to provide clinical care
- Systems Team = focus on DevOps and infrastructures
- Clinical data Exchange = focus on data interoperability
- Care for PCC = focus on HR (Health Recording) and administrative functions



Multiple Team workspaces:

- For software, R&D teams: scrum planning, software development tools
- For delivery teams and release management teams: product roadmap, wikis etc.
- For project managers, HR teams: day-to-day project management with visual kanban boards
- For internal Tuleap improvements: layout changes, workflow and process improvements



2. New automated processes and workflows

Optimised project management is accompanied by improved processes. Indeed, PCC has reframed the way it operates, particularly in terms of documentation. They have implemented new automated workflows to help them track every strategic internal and external activity in the company more quickly, in order to progressively minimise tracking overhead. *«We have automated many processes, including generating reports and updating them regularly. In addition, having a highly customisable tool like Tuleap is a great asset, allowing us to gradually build a bespoke solution that best suits our specific business needs and makes day-to-day work easier»* explains Megan Maddocks, Project Manager at PCC.

Kathleen Gudmudsen, a software developer at PCC, notes the benefits of the interface: «*Tuleap is a game changer, especially for the release team. And personally, being able to just click on a user story on the Git commit and easily see everything that may have changed is huge as a developer!*»

“ Tuleap takes a lot of the manual work out of it and lets us focus on the main things. It's a win. ”

■ Megan Maddocks, Project Manager at PCC

3. A transition towards one shared communication tool

Another major improvement has been achieved at the communication level. **At PCC they are now more largely taken advantage of Tuleap dashboards.** Once people log in into Tuleap they land on a sort of « home page » interface where they can find any possible information presented in a variety of formats: graphs, timelines, release schedules and even program boards specific to the releases (with user stories, bugs, etc on it). In addition to this, they can surf through several tabs as to access the workspace they wish to - even though it's not the one of their project team - just to get some extra insight into other business areas' activity.

What's more is that they also have dedicated tabs for company-wide communication (i.e. the newsletters and even Tuleap release notes !) where each team can create and track various types of news.

In other words, Tuleap has actually become the one single place were all PCC staff gathers and is definitely involved both via specific team project workspaces and via more general workspaces shared among the entire enterprise.

“ Tuleap makes work easier, it's faster to get the information and it brings accuracy. If things fall out of date, if they're not updated, people don't trust it anymore. So having one source of truth builds more trust into our process. ”

■ Kathleen Gudmudsen, Software Developer at PCC.



www.tuleap.org