

CUSTOMER SUCCESS STORY

Vendor Management: Underperforming Project

Company Type: Financial Services Company

Developers Analyzed: 200 to 5000 Developers

The Background

The client suspected that a particular project was underperforming for the year, however, there was no data to support this.

Which Product?

The client decided to use the BlueOptima Developer Analytics tool to conduct an in-depth analysis of the project over the past year.

The Results

Developer Analytics provided three separate charts analysing the project in question:

- Monthly Trend
- Individual Performance
- Interaction Map

As a result it was discovered that 40% of the total Billable Coding Effort (BCE) for 2020 was delivered by outsourced developers.

For this particular project, the outsourced developers were delivering a minimum effort to the project as they appeared to be working on other projects, even though they should have been solely dedicated to the clients project.

It was found that on average, the vendor's key developers were under performing by 75% compared to the client's enterprise average.

The interaction map demonstrated that there was a high risk of knowledge loss due to two key developers working together in isolation, rather than knowledge being distributed across the team.

This was further articulated through the August statistics which showed it as being the most productive month for the year in 2019, whereas, in 2020 it was the month of minimum effort.

Overall the project was 76% less productive than it should have been and the code was 38% less maintainable than the average project in 2020.

Find out more

For more information or to access other useful customer success stories, please contact:

p +44 207 100 8740

e enquiries@blueoptima.com

w www.blueoptima.com