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Why Agility Matters



Why agility matters

In 2001, a group of technologists wrote a document designed to guide small teams of software developers on ways to speed up processes, improve collaboration and adaptive, and create more customer-focused products that aligned with consumer's ever-evolving demands.

They called this document the "Agile Manifesto" and today, it has become the basis for a much larger set of frameworks (Scrum, Kanban, etc.) that enable organizations in all industries to create and implement highly efficient processes that unite their teams in accomplishing more clear, concise, and client-centric objectives.

Put simply, organizations that utilize agile strategies are able to better meet and exceed customer expectations by working faster, smarter, and more collaboratively.

In this guide, we will explore what agile strategies look like, why they are important, how they can be implemented across a number of industries, and how Brightly Software helps organizations improve their agility to deliver more value to their stakeholders every day.

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What are agile strategies?

Agile strategies focus on improving the speed at which teams can utilize their assets and inventory to achieve business objectives. This is otherwise known as throughput.

Objectives depend entirely on every organization's unique goals. In 1913, Henry Ford revolutionized the automobile industry by introducing a moving assembly line that maintained a steady flow of production and minimized product wait times. In the 1940's, McDonald's created a strategic new system of food preparation that greatly expedited how quickly customers were able to receive their orders.

Disney, on the other hand, is one of the most agile companies in the world, but not necessarily because of production times. The company strives to create magical experiences for everyone who visits one of their parks. This goal is a massive collaborative effort, achieved by unifying works at every level of the business.

While these examples may seem drastically different, each was made possible by implementing agile strategies that united their teams toward a common goal, always with the customer in mind.

Why is agility important?

Regardless of your industry or organizational objectives, one popular adage always rings true: time is money.

From finance to maintenance to operations, teams are forever searching for innovative ways to achieve more in less time. Finding ways to accomplish this not only reduces costs and unnecessary waste, it also creates an environment of efficiency that ultimately benefits customers and other important stakeholders.

Embracing an agile mindset ensures all contributors across your team are working in unison maximizing their overall output. This leads to:



Increased productivity: Agile strategies ensure that teams spend their time and resources on tasks that directly contribute to organizational goals and client satisfaction. By continuously prioritizing and reassessing tasks when needed, organizations can ensure all contributors are maximizing their productivity, without wasting time or effort.



Higher employee satisfaction: Agility brings more flexibility to an organization and allows employees to take more control over how they complete their work. This autonomy can lead to greater job satisfaction as employees at all levels are able to contribute equally and feel trusted and empowered by leadership.



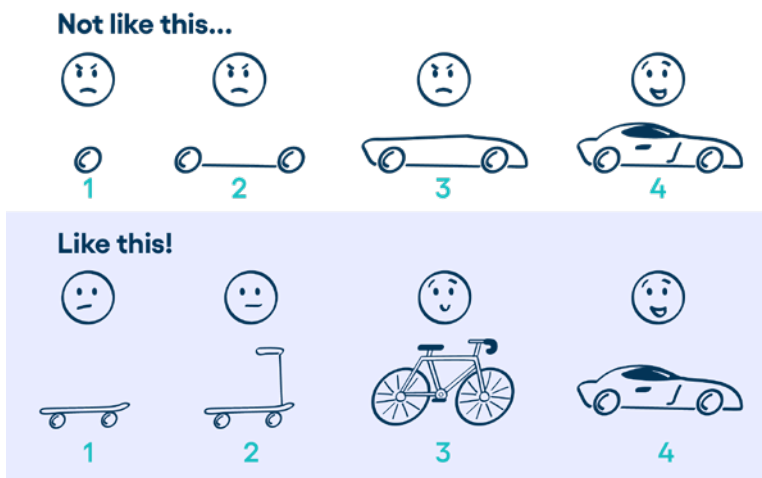
A more client-centric mindset: Teams that utilize agile workflows are encouraged to deliver continuous value to clients at every stage of production. By ensuring everyone is focused on the end result and implementing client feedback to improve throughput, organizations can adapt more quickly to changing needs and exceed customer expectations.

What does agility look like?

For maintenance and operations teams, agile strategies can create more efficient and productive workflows that accelerate how quickly work orders can be opened, assigned, and completed.

And though optimizing these types of processes doesn't just happen overnight, when implemented and used correctly, they can completely transform your team's ability to work quickly, cohesively, and with flexibility.

So what does it look like? Consider this example:



The image above shows two workflows with the same end-goal: to create a product that gets customers from point A to point B.

But the efficiency, productivity, and communication used in each of these examples to achieve the goal differ greatly.

Example A	Example B
The end goal is not clear until the final stage production	The goal is completed as early as step 1, giving the teams more time to receive feedback and make iterations
No iterative feedback is being incorporated during the production process	New designs continue to improve upon the previous stage
Evolving customer needs are not considered throughout the production process, giving teams no ability to identify potential faults or areas for improvement	Additional or changing needs are considered and incorporated at each stage, all to further advance the goal and increase customer benefits
Time spent may be wasted if the final design is not sufficient enough to meet customer expectations	Agile teams waste less time and ensure all efforts are constantly put toward achieving and improving the organization's north star goal

Example B is a great illustration of how agility looks when implemented. Agile strategies revolve around creating flexible, iterative processes that prioritize continuous improvement and client satisfaction. The answer to the question “what is our ultimate goal?” is answered clearly at every stage of the process.

Agile strategies are highly effective in improving productivity because they break down processes into smaller phases and allow for frequent feedback and adjustments at each. This approach ensures that no time or efforts are being wasted.

During every phase of a workflow or production process, teams can focus solely on achieving business objectives, while gaining or offering feedback on where to improve and whether output it is meeting or exceeding customer expectations.



How do you become more agile?

The agile philosophy can be applied to any product, service, workflow, or general experience being offered. The most important thing is that your team is fully united on achieving a cohesive goal, and they have the means to do it in a highly productive and efficient manner.

Bringing agility to your team requires:

- 1. Creating a unifying purpose:** What is your north star objective?
- 2. Having a way to experience that purpose:** This is typically a KPI or some other value metric to measure how effectively you are achieving this goal.
- 3. Aligning all operational behaviors towards the fulfillment of that purpose:** Ensure that no action is wasted. Everyone on your team should be working in unison to the same objective.
- 4. Having a way to measure actions and rate of fulfillment:** Evaluate every stage of the process to identify gaps in efficiency or productivity.
- 5. Continuously improving by eliminating missed opportunities:** Gather feedback from all available sources to consistently iterate and increase throughput.

By implementing these steps, your organization can start to become more agile and foster a culture of continuous improvement. This unified approach not only enhances productivity but also ensures that every team member is aligned with the unified business objectives.



Why agility matters in manufacturing

In manufacturing, agility is crucial for staying efficient, minimizing waste, and ensure customer expectations for delivery time and product quality are always exceeded.

Agile strategies help manufacturers:



Streamline production

Through regular reviews and adjustments, manufacturers can identify and correct bottlenecks in the production processes, leading to more streamlined operations and less waste.



Reduce downtime

Analyzing equipment performance and maintenance data at regular intervals helps to spot potential issues before they arise and allow manufacturers to set preventative maintenance schedules accordingly to prevent breakdowns.



Improve quality and innovation

Agile strategies promote strong collaboration and knowledge sharing across departments. When teams work closely together, they can quickly identify and solve problems in innovative ways to increase quality and performance, and enhance quality innovative solutions.



Why agility matters in government

Government organizations today are often faced with aging infrastructure, tight budgets, and varying requests from different stakeholders (residents, other departments, etc.). Agile strategies can help:



Maintain safer, more resilient communities

Agile governments take a more collaborative approach to project management and capital planning, ensuring community needs are prioritized and addressed efficiently to maintain safer and more resilient communities.



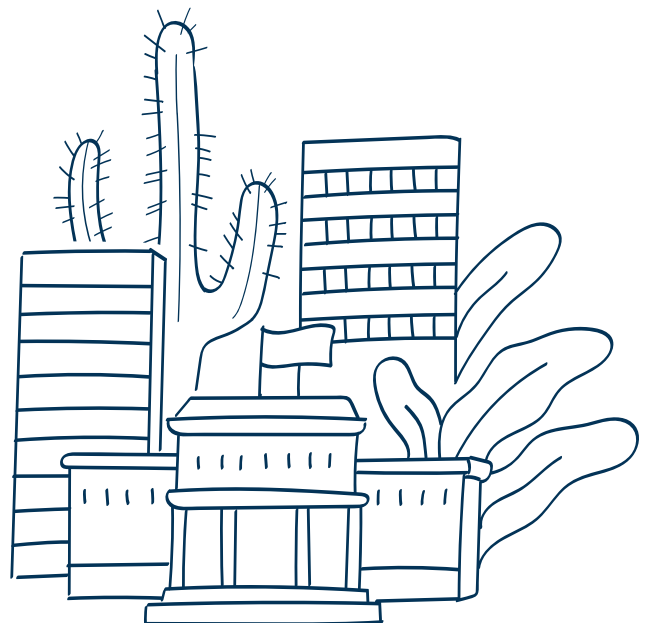
Extend asset lifespans

Continuous monitoring and proactive maintenance of critical assets allow government leaders to prevent costly breakdowns before they occur extend the useful life of assets critical to the community.



Prioritize infrastructure and asset investments

Taking an iterative approach to budget planning allows government leaders to identify and resolve their most critical infrastructure needs first, while continuously reassessing and adjusting priorities based on new data.



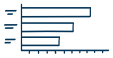
Why agility matters in education

Even educational institutions can benefit from leverage agile strategies to maintain their facility upkeep. K-12 and higher ed leaders can rely on agile strategies to help:



Accelerate maintenance and operations

Agile strategies support educational facilities managers is streamlining response to emergencies, such as equipment failures, safety hazards, or environmental concerns, minimizing disruptions and ensuring a safer environment for students and staff.



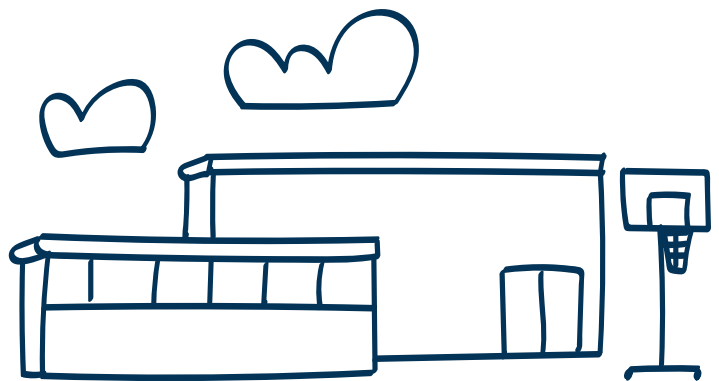
Optimize resource allocation

Education leaders can leverage agile workflows to ensures tasks are prioritized effectively and allocate funds to their most critical needs first.



Improve stakeholder buy-in

By using data to engage all stakeholders in more collaborative planning and decision-making processes, facilities managers can ensure that the needs and concerns of their school community are addressed, leading to more transparency and buy-in.



Why agility matters in senior living

For senior living communities looking to continuously innovate and find new ways to attract new residents (while meeting the expectations of their current one), agile strategies are great beneficial and can provide:



Increase resident satisfaction

By regularly assessing and adjusting care based on resident feedback, senior living communities can leverage agile practices to tailor care plans and services to the unique needs and preferences of every resident.



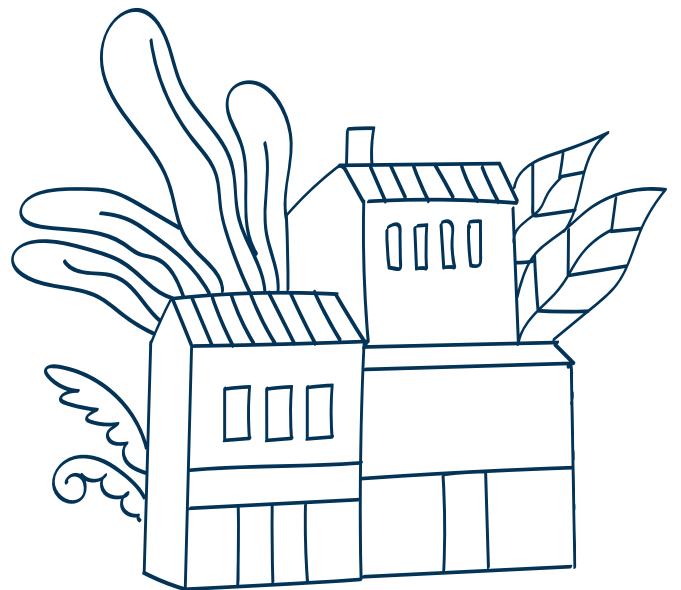
Streamline maintenance workflows

Agile strategies emphasize collaboration with teams working together to identify bottlenecks and identify ways to work more efficiently. Senior living communities can use this approach to improve documentation and information sharing that accelerates maintenance response times when needed.



Attract new residents

By consistently analyzing the competitive landscape and evolving resident expectations, senior living communities can find innovative ways to attract new residents, while meeting the needs of their current community.



Why Brightly for agility?

While Agile may have started as a strategy solely for software developers, today it is a critical component of success for any organization. Brightly's asset management and operations software is designed to create scalable, more efficient workflows that accelerate workflows, simplify decision making, and create longer lasting futures for your facilities, equipment, and infrastructure.

With Brightly, you gain the tools to foster a culture of continuous improvement, and ensure that your team is always aligned, productive, and ready to adapt to changing demands.

Interested in learning more about Agility or how Brightly Software can help?

Get Agile Now →

Click **here** to watch our on-demand "Agile Empowerment" webinar by Brightly Agile Coach, Ryan LaMay.

About Brightly Software

Brightly, a Siemens company, enables organizations to manage the entire lifecycle of their assets, facilities and infrastructure. As the global leader in intelligent asset management solutions for more than 25 years, Brightly's sophisticated cloud-based platform is expertly designed to improve capital planning through smarter, data-driven decision making, empower technicians to predict, prioritize and manage preventative maintenance activities, and support organizations to achieve sustainability, compliance and efficiency goals. Combined with award-winning training, legendary support and managed services, more than 12,000 clients worldwide depend on Brightly to optimize their teams, operations and strategic planning initiatives. For more information, visit brightlysoftware.com

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