Meteorcomm adopts agile work approach with Red Hat Open Innovation Labs

Customer name

Meteorcomm

Industry

Telecommunications

Meteorcomm provides critical wireless communications to the railway industry for positive train control (PTC), a safety and collision prevention technology.

Challenge

Meteorcomm wanted to optimize the efficiency of its Interoperable Train Control Messaging (ITCM) application. However, its teams were burdened by complex management structure and lack of insight into business strategy. Additionally, engineers and developers worked in isolation and were far removed from the end users of their projects. The company sought to improve collaboration and streamline processes to help its technical teams create innovative, valuable results.

Path to innovation

The service provider's teams participated in Red Hat® Open Innovation Labs, a collaborative engagement with Red Hat Consulting, to learn new agile approaches and troubleshoot challenges.

Activities included implementing punctual, shorter meetings where attendees took turns speaking, as well as organizing a backlog of work to provide better insight into upcoming projects and how they connected to others' work. These meetings were initially run by Red Hat consultants, then ownership of these agile ceremonies was gradually transferred to Meteorcomm's teams as they became more familiar with the approach.

Business outcomes

Working closely with Red Hat to learn agile meeting and collaboration skills helped Meteorcomm's teams improve project visibility and ownership and establish a new cultural mindset. Letting staff work together to prioritize and manage project requests also helped engineers and other technical experts. Additionally, Meteorcomm's teams now interact with executives to better understand business and end-user needs and adapt to demand. This open, agile approach helps break down barriers between teams and promote shared ownership of business outcomes.

> "For agile to succeed, you must show people what they can do differently to achieve better results and give them the opportunity to practice. Open Innovation Labs encourages true agility. Red Hat's facilitators worked side-by-side with our engineers daily over the course of several months to show them how to be agile."
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> **Lance Pitt**
> Senior Manager, Software Development, Meteorcomm LLC

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