SUN CHEMICAL TRANSFORMING APPLICATION MAINTENANCE FOR AGILE DELIVERY

THE CLIENT
Sun Chemical is a leading producer of printing inks, coatings and supplies, pigments, polymers, liquid compounds, solid compounds, and application materials.

A member of the DIC group.
With DIC, has annual sales of more than US$7.5 billion.
Over 20,000 employees supporting customers around the world.

CHALLENGE
Sun Chemical’s long-running application maintenance agreement with Accenture presented numerous drawbacks specific to custom development, including:

- Long product release cycles.
- Inadequate change flexibility.
- Low business stakeholder satisfaction.

WHY ACCENTURE
- Ability to work collaboratively with Sun Chemical in order to evolve and design better processes in pursuit of their strategic goals.
- Willingness to adapt and find creative and cost neutral solutions.

STRATEGY AND SOLUTION
Sun Chemical and Accenture worked to transition custom development to an agile delivery model. Sun Chemical and Accenture:

- Maintained the size of the existing team, a cost-neutral approach that ensured any efficiency gains would be immediate.
- Analyzed the existing delivery structure. This information was mapped to a potential process change or to an additional tool that could be added to the agile model.
- Developed a rollout plan and determined which processes and tools to implement, including tools for sprint and management, custom code review, and reporting.
- Continued to hold regular meetings to assess the success of their implementations. These were continuously improved to reach a final agile delivery approach.
- Implemented design thinking sessions to ensure users would have an active involvement in product design and to help build user buy-in and ownership of the solutions.

TRANSFORMATION
Sun Chemical successfully transitioned its application maintenance model from a traditional waterfall approach to a modern and advanced agile one.

"Agile has totally transformed the way our team works. It has improved communication and collaboration across teams by focusing on the team working together to deliver a project versus focusing on ‘tower’ specific metrics. The result is a significant improvement in development throughput and improved relationships between teams, customer and supplier,” said Henkie Pieters, Sun Chemical Enterprise Architecture Lead.

THE NEW SOLUTION:
- Provides Sun Chemical with a platform for more throughput and increased productivity. Sun Chemical is now delivering approximately 20 percent more work through greater efficiency, as well as generating projects of higher quality.
- Ensures business users are more engaged in solution development and solutions are delivered in shorter release cycles, and at greater speed to market.
- Has generated higher end user satisfaction and an improved sense of ownership and responsibility.
- Is delivering greater quantitative value, with 80 Custom SAP UI5 apps and eight standard applications now available to Sun Chemical’s user base.

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