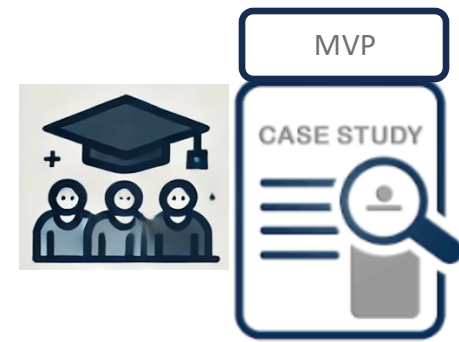


Client: A Large Danish Educational Institution

Project: Delivering a Generative AI Solution for Customer Service

Project Duration: 2 months including all phases, from idea to prototype to development, go-live and operation in 2024



CHALLENGE

Challenge and Scope of Work

Prospects had difficulty in finding answers to common questions about the educational paths offered, when the different educations start, where they are based, what are the criteria to be enrolled, etc. etc. The Educational Institution also has a weld of courses and the existing Customer Service had big difficulties to cope with the many recurring requests.

SOLUTION

People

Establishing a new solution and automating it with impact on people and their workflows is not easy. We took it step by step with a staged development, deploy and implementation with minimal impact on the people involved.

Process

From requirements to prototype in a couple of days. Then pivot and reiterated until we created a chatbot capable of training itself automatically based on the clients web page + interface to load new training information.

Technology

The client needed an improved high-quality customer service bot. Established the Architecture and the solution: a simple chatbot, compliant, hosted in EU Cloud.

IMPACT

Role

Generative AI co-founder at BotTellMe. Started out as CTO, to establish the Tech and moved on to a CPO/ Product Manager role to secure the lifecycle of the BotTellMe products.

Results

Successfully delivered a chatbot powered by BotTellMe and DataPilots The bot is a high-quality product. The impact is top-notch service to prospect students. The solution helps the users understand the differences between educational paths. It is elegant, user friendly, stable and updatable: the client can update and train the bot "on demand". Besides that, the bot is kept updated daily and in sync with the client's Web site. **Testimonials:** great job guys!

Client: Nordic Payment Company - eSolutions

Project: Energizing the Digital Identity Teams – Financial & Public

Project Duration: One Year 2023-2024



CHALLENGE

Challenge and Scope of Work

The client needed a strategic leader to orchestrate the software development teams behind the largest digital identity app, which serves millions of users. The focus was on planning, organizing, leading and managing deliveries across teams. Specific challenges were on organizing Big Room Planning (PI Planning) to plan with the teams on a quarterly basis. In addition: reorganizing the unit, aligning stakeholders, mitigating risks, delivering on complex change requests, backlog mgt., high-impact releases, and continuous improvements.

SOLUTION

People

Led the ART (Agile Release Train) with 80 people across 6 teams Spearheaded reorganization efforts and established a long-term Roadmap for the unit.

Process

Applied agile and SAFe methodology where it provided value, mixed with best practices from classic project management discipline (PRINCE2, MSP)

Technology

Established the Architectural Roadmap for the unit Kick started GenAI Policy work Scoped additional projects to increase resiliency & security

IMPACT

Role

Release Train Engineer – client facing role, combined Scrum Master and project manager for specific internal tracks. Facilitator of big Workshops across teams. JIRA expert at Portfolio & team levels.

Results

Successfully delivered three major releases, including a paradigm shift to fight social engineering. The January 2024 PI Planning deemed the best-ever in the unit. Teams achieved App user satisfaction rate improvement from 63% to 74% and the unsatisfied users fell from 18% down to 6% in one year. **Testimonials:** Recognized as an energizer and key driver of continuous improvements by the client and the teams.

Client: Telecommunications Infrastructure Company

Project: Design & Implementation of Project Portfolio Mgt. System



Project Duration: 1,5 years, from analysis, design, implementation, go live and operations & handover 2022-2023

CHALLENGE

Challenge and Scope of Work

The challenge was a lack of a well-functioning Lean Project Portfolio Management (PPM), which caused misallocations of funding across the project portfolio. Second challenge: the need to improve the Delivery Model, less rigid and more flexible to shifting strategic priorities.

Scope of work: Design and implement a new Delivery Model, including Project Portfolio Management (PPM) IT system, to improve initiative prioritization. Supported the organizational transformation to an agile operating system inspired by SAFe (Scaled Agile Framework). Jira and Confluence tools as key for the success.

SOLUTION

People

Leading the transition of the PPM project track. Scrum Mastering the team. Scrum Coach for the many scrum masters and product owners.

Process

Applied lean startup methodology for creating an MVP and then reiterated and pivoted until the PPM was ready for the roll-out. Finished with training and educational videos for the people

Technology

Established the proper JIRA hierarchy and setup. Fine tuned Confluence spaces & secured necessary migrations of Jira and Confluence. Tools: MIRO, Power-BI, Excel, Mentimeter and ChatGPT

IMPACT

Role

JIRA expert designed the Portfolio Solution.
Scrum master for the team.
Agile SAFe expert role to qualify the Delivery Model validity and effectiveness.

Results

Designed, implemented and launched a Jira framework tailored for Lean Portfolio Management. Impact: enhanced decision-making and initiative prioritization across the whole IT dept. and alignment to business priorities. JIRA, PPT, and Power-BI dashboards, provided actionable insights into the portfolio. Empowered teams through training and self-paced learning,
Testimonials: Recognized as a Tech Leader, a JIRA Geek and a key driver for the success of the PPM, now live and used in the whole IT Dept.

Client: ITU – IT University of Copenhagen

Project: Driving Industrial Software Engineering in Large Teams

Duration: Recurrent Course in Spring semester every year from Jan-Jun. Scope in the case overview: 2020-2024 – 5 years experiences



CHALLENGE

Challenge and Scope of Work

The challenge is to provide a well-functioning organization for 2 ITU courses: Industrial Software Engineering in Large Teams (mandatory course for 2nd year students); And for the Scrum Master Training (elective course for Master students). ITU students work together with real companies and deliver valuable apps and software products to industrial customers.

Scope of work: Design, implement and continuous improvement of the 2 courses, so that our students learn more very year + happy industrial customers. Emphasis on teamwork and team dynamics and tooling are under continues scrutiny and improvement.

SOLUTION

People

140-200 students every year. 14-22 scrum teams together with POs from all kinds of companies (from startups to well-known industry leaders. We create and match students' scrum teams of 8-10 students with company projects.

Process

We teach scrum and agile and train both students and companies participating the courses. We use match-making software to match student teams with companies, and large workshops on top of lectures.

Technology

Every team is a full-stack team and in principle learns to use and apply any tech to their project. Examples are iOS/ Android dev., APIs, backend, databases, LLMs /GPTs for AI work, Business Intelligence systems etc.

IMPACT

Role

External lecturer as part of the teaching team, consisting of 3 teachers and 4-5 Teaching assistants at ITU. We hire external agile coaches to guide the teams and the scrum masters as they are new to their role.

Results

ITU students work together with real companies and deliver valuable apps and software products to their customers. The satisfaction levels of the industrial customers is very high. In 2023 we had 17 out of 18 teams delivered usable software that has been taken home from the client. In 2024 we had 13 out of 14 teams, who did the same.

Testimonials: Recognized as engaging, inclusive and striving to continuously improve the course.

Client: HealthCare & Pharmaceutical

Project: Empowering A Digital Clinical Trials Organization

Project Duration: August 2022 to December 2022 – 5 months



CHALLENGE



Challenge and Scope of Work

The challenge: a digital innovation unit was entangled in legacy code, root cause was a lack of a clear vision and strategy. The organization needed to transition from a “project-based” approach to a “product-based” delivery model. The IT team was too large and needed to reorganize and the architectural and tech stack needed an upgrade.

Scope of work: Strategy work in setting a new vision, strategy and OKRs with the leadership team. Led the unit’s complete reorganization into 4 teams. Trained the organization in shifting towards a “product lifecycle” delivery model. Prepared the teams for their first SAFe PI Planning.

SOLUTION



People

Complete reorganization into 4 teams: Two Product teams, One Delivery team, One Platform/Foundation team.
(Inspiration: Team Topologies)
Facilitated Team Kickoffs


Process

1. Led the process to create a new Vision, strategy, principles
2. Designed and implemented a Road map for the unit
3. Reorganized the unit
4. Facilitated workshops (OKRs, Ops. Team, & Discovery)

Technology

iOS devices + blood glucose devices + CRA iPad Solution for monitoring & dose prescriptions + database + BI app to monitor metrics + algorithms + real-time analysis capabilities

IMPACT



Role

Multiple roles: Strategy consultant, Product Manager, facilitator, product owner coach, and scrum master coach, organizational consultant.

Results

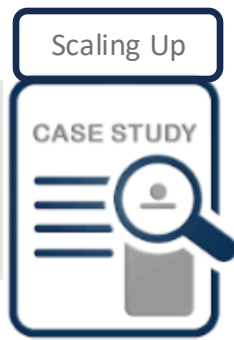
Successful Decision Stack implementation, bringing clarity to vision, strategy and road map. Team reorganization: 4 new teams, optimizing for scalability & architecture. SAFe PI planning: Prepared the teams for their first PI Planning, ensuring alignment with organizational goals. Facilitated Value & Team Charter workshops for the Delivery & Ops team, Hosted a release retrospective to refine and scale operational processes.

Testimonials: Recognized as energizing engaging & inclusive.

Client: Retail & Consumer Goods Giant

Project: Establishing Better Ways of working in scaled agile units

Project Duration: June 2021 to December 2022 – 1,5 years



Scaling Up

CASE STUDY

CHALLENGE

Challenge and Scope of Work

The challenge was that the client needed to establish an Agile Center of Excellence and unite Tech and IT Development teams. A critical goal was to improve delivery speed, safety, and team morale. The teams required tools, mentorship, and agile scaling to manage complex, global deliveries.. Scope of work: reorganization & relaunch of large organizational units. Inspired by SAFe and Spotify, we built our own Ways of Working (Lean hybrid approach for scaling agile) to ensure a common language across the teams. Coaching & mentoring Product Managers, and all roles to embed agile practices, leading to high-performing, cross-functional teams. JIRA & Confluence Admin work, on the side.

SOLUTION

People

Complete reorganization of units in Marketing Technology /Consumer Engagement in Digital Development and Retail Tech. Architected the “happier teams” concept and the Better, Faster, Safer, Happier metrics.

Process

1. Supported the creation of the Agile Center of Excellence
2. Designed and implemented organizational redesign
3. Facilitated workshops
4. Supported the JIRA & Confluence tooling team

Technology

Marketing Technologies at a large Retail Company. Tools: JIRA & Confluence + Azure DevOps (admin capabilities on both); Mentimeter, Miro, Kahoot, MS Forms for surveys to support teams working from anywhere.

IMPACT

Role

Multiple roles: agile coach, product manager, facilitator of workshops and community of practice, product owner & scrum master coach, organizational consultant, JIRA Azure DevOps and Confluence tech expert

Results

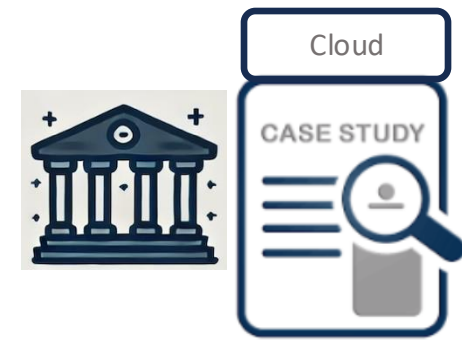
By creating and launching a customized agile framework and coaching teams across various departments, the client was able to foster a high-performing, agile organization that delivered better, faster, and safer results while enhancing team morale. Pivotal contributions to the tech tooling for the teams, such as Jira for Portfolio Management.

Testimonials: Recognized as energizing engaging & inclusive.

Client: Nordic FinTech Investment Platform Company

Project: Establishing a Cloud Architecture to Support Growth

Project Duration: Aug 2018 to Jun 2021 – 3 years



CHALLENGE

An orange speech bubble icon containing a white exclamation mark, indicating a challenge or warning.

Challenge and Scope of Work

The challenge was to establish a Cloud Factory, including architecture and infrastructure to ensure scalability of the Trading Platform. Challenge: Creating the cross-functional teams, aligning them to the goals, reducing handovers, and ensuring foster cohesive teamwork, particularly during the Covid-19 pandemic. Scope of work: creating, architecting, organizing and leading the Cloud Factory & Enterprise Platform Engineering ART from 2 to 11 teams, peaking at 110 people. Delivery inspired by SAFe, we built our own Ways of Working with OKRs, and a strong performance culture. Azure DevOps & Confluence expert setup work for all teams.

SOLUTION

A blue icon of a human head profile with a lightbulb inside, symbolizing an idea or solution.

People

Complete organization and leadership of the Cloud Factory growth from 10 to 110 people. Architected the “motivated people & teams” concept. Run Management 2.0 exercises to increase cohesiveness and fun.

Process

1. Creation of the Cloud factory
2. Designed and implemented organizational setup and WoW
3. Leading EPE OKR workshops
4. Leading community of practice
5. Created the Azure DevOps & Confluence tooling setup

Technology

OpenAPI moved to Public Cloud, as a pioneer in all the Nordic space. Hybrid setup with onprem infrastructure and cloud components for parts of the trading platform. Tools: O365, Azure Portal, ADO, Miro, Menti, Kahoot.

IMPACT

A green icon showing a square with a line leading to a circle, symbolizing impact or a process flow.

Role

Multiple roles: agile coach, scrum master, product manager mentor, facilitator, product owner & scrum master coach, organizational consultant, controller (Azure budget and Capex/opex). Azure DevOps geek

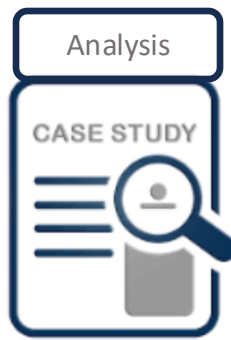
Results

The FinTech Investment Platform underwent a successful cloud transformation by building a hybrid multi-cloud platform on MS Azure, ensuring compliance, security, and scalability. Agile methodologies, such as Scrum and SAFe, were introduced across teams, driving innovation and high performance. Leadership alignment and organizational restructuring facilitated seamless collaboration, enabling effective cloud migration. **Testimonials:** Recognized as inclusive and energetic leader

Client: Nordic Payment Company

Project: Decision pack for new data platform across the Nordic

Project Duration: June 2018 to Aug 2018 – 3 months



CHALLENGE

Challenge and Scope of Work

The challenge was to establish a new strategic platform spanning multiple sites in the Scandinavia, with many stakeholders to ensure scalability of the Payment Platform. Challenge: Aligning architecture team and Product Management and the many stakeholders to deliver the Analysis pack and get a “GO” from the Steering Committee.
Scope of work: creating, organizing and leading the Architects Unit with a Card Product Manager. Delivery inspired by PRINCE2 and MSP, we built our own Ways of Working.

SOLUTION

People

My architects team and product manager delivered the package to move ahead from analysis to implementation, with success, on time and within budget.

Process

1. Creation of the Project Brief and Analysis & BC pack
2. Designed the Program divided into tracks: including organizational setup and WoW
3. Created the JIRA & Confluence tooling setup

Technology

Large reuse of existing platforms + a few new tech such as Kafka, Open API, etc. Real-time data s a key goal. Tools applied: MS Office 365 templates, JIRA, Miro, Mentimeter.

IMPACT

Role

Program Manager, scrum master, product manager coach, team lead and facilitator for the Architects in the team.

Results

Delivered the Project Brief and presentation pack including Business Case and key assumptions on the why, what, and how to proceed to the steering committee, on time on budget. JIRA expert setup of the backlog for the team.

Testimonials: Recognized as innovative and capable program lead



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