# Enhancing Software Development for **Tandem Diabetes Care**
*Utilizing Trendsic's Agile Management*

## INTRODUCTION

**Trendsic** is a technology company that provides custom software development services, Project Management, and Agile Management. This case study explores how Trendsic's Agile Management practices have brought significant value to Tandem Diabetes Care in three main areas: Predictability, Efficiency, and Team Versatility, ultimately resulting in substantial cost savings and improved performance.

## BACKGROUND

**Effective Agile Management** practices in Predictability, Efficiency, and Team Versatility can lead to significant financial benefits and performance improvements. By reducing onboarding time, building versatile teams, and continuously examining work, Trendsic has managed to save organizations hundreds of thousands of dollars each year, depending on the size and scope of the team and the work being done.

## CASE STUDY:

### PREDICTABILITY

**Tandem Diabetes Care's T:connect team,** supported by Trendsic's Agile Management, maintained a velocity of roughly 50, with little variance. This predictability allowed the product owners to effectively identify when high-value enhancements could be completed while still balancing production support requests. As a result, the T:connect team completed multiple releases during this period, totaling around 20 releases for the year, with an average release interval of 2.3 weeks.

### VERSATILITY

**The Engineering & Production Operations** (EPO) team is an excellent example of team versatility in action. Over the past 12 months the team transitioned from a group of siloed skill sets to a highly productive team capable of handing off work to one another as needed and managing requests based on individual capacity rather than technical expertise. This transformation was achieved through 35+ training sessions conducted by subject matter experts on the team, including video recordings and documentation. As a result, the EPO team now completes far more work than before, with no team member underutilized or at risk of having their pipeline of work dry up due to a narrow skillset.  Just prior to Trendsic's implementation of Agile Management practices, the EPO team closed an average of 128 tickets per month. By Q3 of the following year, that number had grown to 214 tickets, an increase of 67%.

### EFFICIENCY

**Agile Management** aims to create teams that are as efficient as possible, delivering higher quality work faster than individuals working on their own. The increase in efficiency is evident in the changes within the EPO team over the past nine months. With a focus on cross-training, pipeline management, and team collaboration, the team has demonstrated significant improvements in turnaround times for various categories of work.  In Q1 a typical access request took five days to complete. By Q3, the time was reduced to roughly four hours. Deployment-related work decreased from 10.5 days in Q1 to 2.5 days by Q3.

### CONCLUSION

**Trendsic's Agile Management** practices have brought significant value to Tandem Diabetes Care by improving Predictability, Efficiency, and Team Versatility. These improvements have led to substantial cost savings, enhanced performance, and faster delivery of high-quality work. As a result, Tandem Diabetes Care can continue to innovate and provide cutting-edge solutions to its customers.

# TRENDSIC
Software · Web · Automation · Analytics