

Flexisource **IT**

Empowering an EdTech Company: A Success Story in Optimising Technical Performance and Communication

CASE STUDY



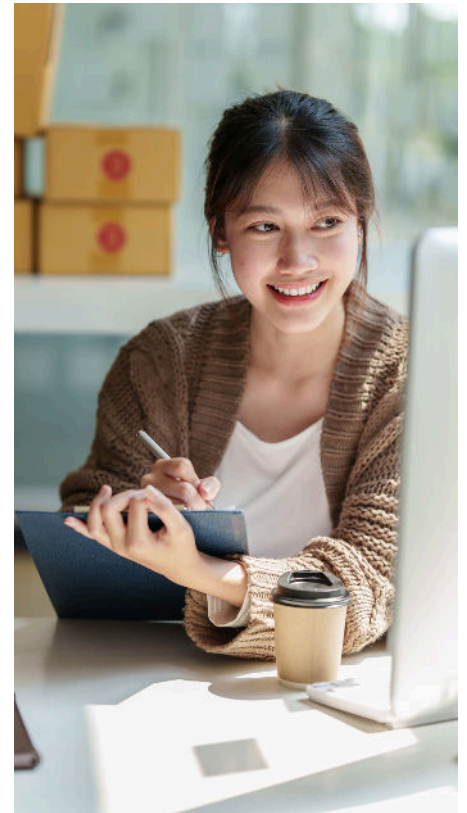
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Overview

As a leading provider of IT services in Australia, Flexisource IT partnered with a client that focuses on creating an innovative education platform. During the development process, however, both developers and product owners experienced several challenges related to communication and collaboration.

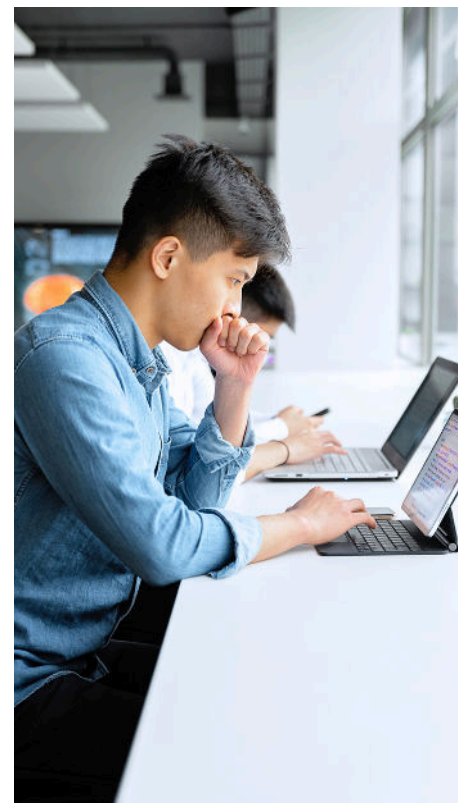
Thus, in this case study, we will explore how Flexisource IT mitigates this issue and provides targeted support for implementing the structure process. We will tackle how we enabled our resources to maintain the project momentum, improve performance, and enhance their skills to a more efficient workflow.



About the Client

The client is an innovative educational platform designed to assess students, identify learning gaps, and provide customised lesson guides to address those gaps. The platform automates administration and analytics, enabling teachers to focus on teaching rather than data analysis.

With an intuitive dashboard, the platform empowers teachers to understand and respond to the needs of individual students, making data-driven teaching accessible to all educators, regardless of their technical proficiency.



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Problem

The issue within the project started when one of Flexisource IT's talents, Jonel, was nearing the end of his contract. Although Jonel demonstrated potential, there were concerns about his communication skills, particularly in delivering Daily Stand-Up (DSU) updates.

Luckily, a new CTO took over. He recognised Jonel's technical abilities and wanted to continue hiring him as a resource. He requested an extension of Jonel's contract for another month, with the condition that Flexisource IT would come up with a solution in two weeks for the following points:

1. Front-End Tasks—Jonel must deliver on time with high-quality code that passes the quality test of their senior developer.

2. Communication Skills—The client expects Jonel to improve his English communication skills, especially with his DSU updates.

3. Back-End Environment—For Jonel to be trained in the back-end setup.

Flexisource IT's Solution

As part of our contract, Flexisource IT provided a comprehensive support plan to ensure Jonel could meet these goals. We took a structured approach to address the challenges faced by Jonel and the client:

1. Communication Skills Development

a.) Pre-DSU Meetings—Flexisource IT implemented pre-DSU meetings, so Jonel could practice his updates, receive feedback, and refine his communication before presenting it to the client.

b.) Guided Recommendations - Jonel was also advised to turn on his camera during updates, prepare bullet points, and keep his updates concise. This approach helped Jonel gain confidence and improve the clarity of his communication.



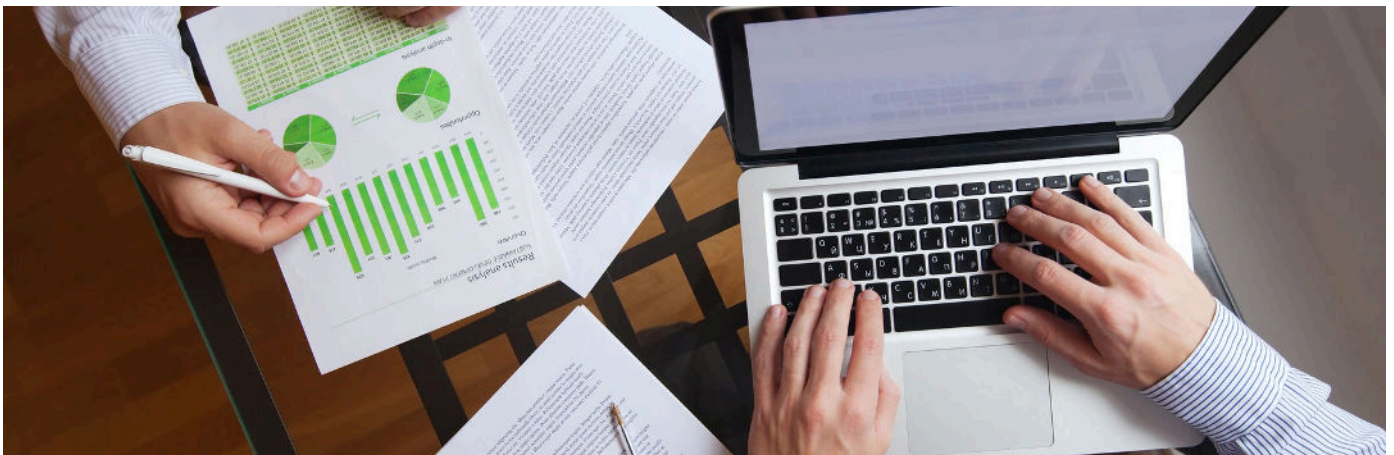
2. Technical Task Support

a.) Writemark Task Assistance—Jonel was paired with an in-house Front-End Developer, Justin, who guided him through development techniques and code review. This ensured that Jonel's work met the client's high standards.

b.) Bug Fix Task Strategy—Flexisource IT also encouraged Jonel to seek help immediately when facing blockers and provided a structured approach to bug reporting and resolution. This ensured that Jonel could maintain progress on his tasks without unnecessary delays.

3. HR Documentation

a.) Flexisource IT followed up with formal HR documentation, ensuring Jonel was aware of the client's feedback and expectations.



Other Roadblocks During Implementation

Despite full effort, the team still encountered challenges during the implementation. One is balancing Jonel's time between bug-fix tasks and the Writemark project. Additionally, it took some time for Jonel to adhere to the recommendation of submitting code for review in sections rather than waiting until the entire task was completed.

Still, these issues were addressed through continuous guidance and support from Flexisource IT. We ensured that Jonel remained on track to meet his deadlines.



Result

As of 16 August 2024, the client advised that Jonel's contract would be extended by another six months. This demonstrated their satisfaction with his improved communication and technical performance. The outcome was Flexisource IT's main goal, and the effectiveness of the support provided was validated.



From: Client

Morning Richards,

Happy Friday

I've Spoken with Steve and we've agreed to extend Jonel's contract for another 6 months (at least).

Moreover, the client is currently in the process of hiring a Senior Developer through Flexisource IT to replace their recently resigned onshore developer. This ongoing collaboration indicates a strong partnership and a continued reliance on Flexisource IT's expertise to support their development needs.

If you are facing similar challenges in your development projects, let Flexisource IT help you optimise your team's performance and communication. Contact us today to learn how we can provide tailored solutions for your business.

