



SARATOGA

From Stalled Delivery to High Velocity Output

The client

Our client delivers end-to-end digital solutions using web technologies and AI. Despite their technical prowess, they were grappling with project inefficiencies, inconsistent delivery, and a lack of structured quality processes.

Saratoga stepped in to provide advice and practical implementation support to bring clarity, structure, and momentum to the client's development lifecycle

The need

Our client's rapid growth exposed cracks in their delivery processes. While projects were technically sound, they were marred by:

- Unclear project scopes and poor requirement definitions
- Lack of structured quality assurance (QA) and unit testing
- Ineffective delivery cycle planning and work management
- Developers bypassing process and working directly with clients
- Tasks frequently stalling mid-cycle and spilling into future delivery cycles

The result? Missed deadlines, misaligned expectations, and outcomes that didn't always meet business goals.

The objective

Our client's leadership team knew they needed change.

Their key objectives were:

- Deliver projects faster and more reliably
- Define clearer acceptance criteria and functional requirements
- Align development estimates with business priorities
- Introduce formal processes for planning, QA, and testing
- Create a consistent definition of "done" across teams

“When Saratoga's consultant joined, she spent a lot of time with our team members to understand how our business works and where she could be of most value. It soon became apparent that our immediate needs differed from our initial request to the Saratoga team, and she was able to adapt very quickly.”



The solution

We deployed a senior advisor into our client's team to assess, recommend, and embed process improvements. Our approach was collaborative, flexible, and focused on sustainable change.

Key Interventions

- **Agile Process Coaching:** Guided the team through practical agile implementation, including structured development cycle or sprint planning, backlog grooming, and more effective daily stand-ups.
- **Quality Assurance Frameworks:** Introduced foundational QA structures, including bug tracking in Notion, acceptance criteria creation, and functional walkthroughs.
- **Change Management:** Identified behavioural gaps (e.g. reverting to old ways of working) and supported cultural shift through team coaching.
- **Stakeholder Alignment:** Helped reduce the dependency on developers for client communication by improving upstream documentation and process.

Throughout the implementation, Saratoga maintained weekly check-ins and continuous advisory support to ensure recommendations translated into tangible improvements.

Says our client, "Your consultant is an excellent communicator. She drives the whole team dynamic, and constantly reinforced the idea of doing awesome work together."

Tools & systems

- **Project Management:** Notion, Basecamp
- **Development & Infrastructure:** WordPress, Drupal, Git, Salesforce
- **Process Documentation:** Custom checklists, definitions of done, QA protocols

The results

By the end of the engagement, our client experienced a noticeable transformation:

- **Improved Task Completion Rates:** With clearer requirements and better sprint discipline, teams were more effective and fewer tasks were carried over.
- **Aligned Estimations and Execution:** Proposals and sprint plans became more realistic and aligned with capacity and scope.
- **High Team Morale:** With better structure, the team felt more confident in delivery. Everyone understood what success looks like.
- **Process Ownership:** The team began taking ownership of the new processes, with the project manager committed to sustaining momentum.

“We were kind of all over the place, and even though I didn’t work directly with your consultant, her work has made a significant difference to how we work together as a team.”



The results

“When I left, morale was high and everyone knew the definition of done and what success looked like.”

– Saratoga Consultant

Client Feedback

Our client expressed their satisfaction throughout the engagement and at completion. Their verbal feedback reflected satisfaction and appreciation for the clarity and direction Saratoga brought to the project.

Why They Chose Saratoga

Our client needed more than textbook knowledge. They needed practical, real-world solutions from experts who understood the pressures of growing digital teams.

Saratoga’s ability to combine real, working understanding of how to get the most out of agile frameworks with human-centred change management made us the ideal partner.

Ready to Bring Structure and Scale to Your Software Delivery?

Through structured advice, collaborative coaching, and hands-on QA and agile process support, Saratoga helped this digital-forward company overcome operational friction and scale more confidently. The result? A development team equipped to deliver quality software with greater speed, structure, and satisfaction.

Let’s talk about how Saratoga can support your business.