We Are Royal Jay

We are subject matter experts with proven expertise in delivering timely solutions that add value, address need, and transcend boundaries. We embrace agile development processes to encourage stakeholder collaboration and continuous delivery.

THE RESULT?

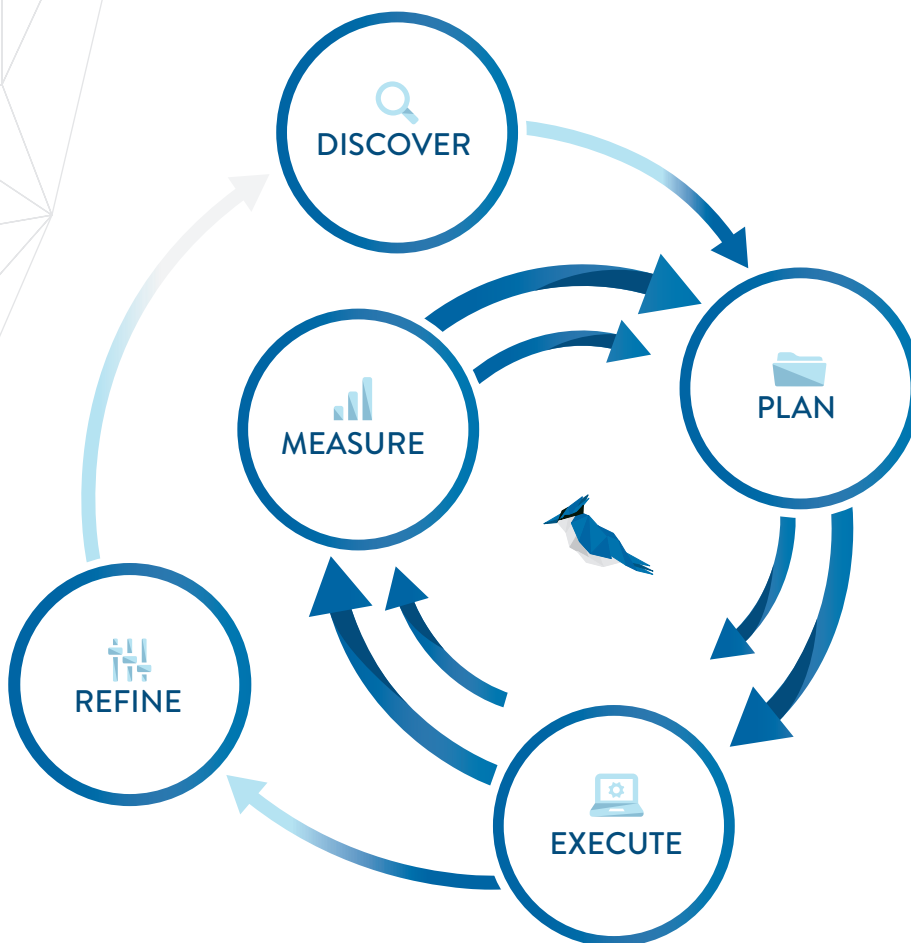| Lower Costs | Less Risk | Greater ROI | Faster Delivery Cycles | Long Term Partners |

To ensure value and delivery, we have developed the Royal Jay process. We apply it to all projects, across all service lines. The Royal Jay process promotes people, collaboration, and accountability. It keeps the teams and projects moving forward, on track and in line with the agreed upon deliverables.

The Royal Jay Process

We value agility, consistency, and collaboration above all else. We believe that these three factors are the cornerstone to any successful project and why we use it as the foundation to the Royal Jay process. Approaching every project with this framework ensures that objectives are met, on time, within budget, and in line with the agreed upon deliverables. We believe that if the team has the tools, principles, accountability, and a platform to promote open communication then no job is too big, and no challenge is too complex.

DISCOVER

We immerse ourselves in your business; get to know your goals & objectives, understand your stakeholders, and uncover the pain.

PLAN

We work in short sprints, with well defined acceptance criteria and tasks, to ensure that we can deliver what we promise.

EXECUTE

One increment at a time, we execute our plan driving action into results. Delivering production ready, fully complete building blocks of the visualized solution

MEASURE

We inspect, test, and demonstrate each deliverable. We focus on close collaboration and continual feedback to ensure we get it right.

REFINE

We work closely with you to compare the measured result to the target and adjust if necessary. Through collaboration and validation, we ensure that we deliver on the mark and in line with your vision

DISCOVER

MEASURE

PLAN

REFINE

EXECUTE

Discover

Discovery allows the team to conduct a deep dive analysis of your business, it's stakeholders, and goals. It's also a time for the team(s) to understand the problem(s) and/or opportunities, and to evaluate the needs and capabilities of the organization. The ultimate goal is to have a recommended solution that adds value to the business.

What to Expect

KICKOFF AND INTRODUCTIONS

This is an opportunity for the teams to meet, review the project's goals and objectives, and go over some ground rules.

COLLABORATIVE WORK SESSIONS

Collaborative work sessions provide a platform where the teams can review outcomes, ideas, questions and clarification, as well as to address any barriers of the project. The frequency and duration of these work sessions will be dependent on the project

MARKET & INNOVATION RESEARCH

This is where we do some homework. We do research to ensure that we are armed with all of the information necessary to make the best recommendation. This may involve competitor analysis, benchmark analysis, best standards and practices according the industry, etc.

BUILDING A BUSINESS CASE

Any solution that we recommend will be with your business interests in mind. We will compare your company's goals, needed capabilities, and overall technical feasibility to implement the solution with a focus on the return of your investment

DELIVERING RESULTS

After discovery is complete, our team will walk through the outcomes and provide you with a Discovery Packet, which may include but may not be limited to the following:

+ Required Capabilities Summary
+ Supporting materials; key findings, market research, UI/UX sketches, solution architecture, personas profiles
+ Concepts Matrix outlining options rated by capabilities and feasibility
+ Recommended Solutions
+ High/low Cost Estimation and Statement of Work for implementing the recommended solution
+ Service level arrangements for ongoing Maintenance and Operations (if applicable)

DISCOVER

Plan

We keep the work structured, the acceptance criteria clear, and the teams engaged. We work in short sprints, typically 2 weeks. During this time, we will work with your team on priorities to deliver incrementally and quickly, based on what's most important to you.

What to Expect

KICK OFF MEETING

A sprint kick-off meeting will typically be combined with the first Sprint Planning meeting. It's an opportunity to introduce any new members of the team and to level set on sprint planning and execution activities.

SPRINT PLANNING

We will work with your team to plan sprint's objectives, strategy, and priority. We call this "Refining the Backlog". Collectively, we will define what work needs to be done and the order for which it needs to be completed. The sequencing of work is driven by the Product/Service owner (you) with the solutions architect offering guidance as needed.

SPRINT TASKING

The planning doesn't end with defining objectives. Our team then takes your priorities and breaks the work down into manageable tasks, determines the level of complexity and effort, and defines the acceptance criteria that meet your desired goals.

Should there be any barriers to delivering the prioritized objectives, our teams will work closely to ensure that we are doing whatever we can to drive continual and up-front value to you and your company, through close collaboration.

PLAN

Execute and Deliver

Once we have a plan in place, our team gets right to work executing the tasks. We carefully track and monitor the progress of the teams and address any barriers that they might have. We are successful at delivering promised solutions because we recognize the importance of open communication. We have daily scrum meetings for the team, weekly status reports for our partners, and the latest communication tools and platforms for collaborative group communication on the fly.

What to Expect

TASK TRACKING

Our task tracking framework keeps us neatly organized throughout the entire lifecycle of the project. We believe that in order to be organized, there must be transparency and simplicity. To demonstrate this, we will give you access to our system to create tickets yourself, track the progress of the team, ask questions, and/or provide clarifications.

TASK IN MOTION

With a well devised plan in place and clearly defined acceptance criteria, our teams are able to stay on track, meet objectives, and deliver successfully. Our daily standups and weekly status reports help ensure transparency into the process and address any barriers that may impact the success of the project.

EXECUTE

Measure

We believe that data is key to measuring the success of a project, both pre and post implementation. That is why we focus not only on tracking progress throughout the project work, but assisting your organization with monitoring key performance indicators as well.

What to Expect

SPRINT REVIEW & DEMO

At the end of every sprint, before deploying a solution, we always provide a review of what we planned, what we accomplished, and some of the challenges that the teams faced. We walk you through a demo of the deliverable, whether that's showing you a piece of code, design /wireframes, or a report; whatever it is, we want your feedback. We always seek to get your approval and sign off that the deliverable is complete or in a state to move forward.

GATHER METRICS

Once the deliverable is in play, we can help gather metrics on the value and success of the product or service. We will work closely with your team to track and monitor key factors that are important for you, whether that's service availability, user experience, or increased site traffic. Our ultimate goal is to deliver a product or service that adds value for you and your business.

ANALYZE AND LEARN

We are always looking at ways to improve when it comes to our services, deliverables, techniques, and tools. At the end of every sprint we do a retrospective review. We look across our teams to see what we did well and where we can improve.

MEASURE

Refine

Armed with metrics, we will work with your team to refine the approach, massage the backlog, and adjust priority. We've worked across many industries on hundreds of projects and have recognized that best outcomes are associated with the Minimum Viable Product (MVP) approach. This means that we don't overdo it, we keep it simple, and we build incrementally based on most viable/valuable. Taking this approach allows you to build, deploy, assess, and refine without dumping a lot of money into a product/service without knowing the potential outcomes.

What to Expect

COLLABORATIVE PLANNING

If more work is needed beyond the initial sprint, we will go back to Planning and work our way through the iterative process. This is a continual cycle as long as you feel that there is added value and more work to be completed.

GATHERING YOUR FEEDBACK

Royal Jay values your partnership, regular feedback from you team ensures we address your concerns and improve our process with every iteration.

REFINE

THANK YOU

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