

Evergreen Elevates Canadian Retailer's Mobile App with Real-Time Inventory Visibility



ABOUT THE CLIENT

Our client is a leading food and pharmacy retailer with 2,400 store locations throughout Canada. Across each of their brands and locations, their core goal remains to provide a seamless and affordable retail experience for their customers.

Challenge

To provide customers with real-time inventory updates for all their stores, our client needed to build a brand-new feature for their website and mobile application.

Trending Behind the Competition

Unlike other major retailers, our client couldn't show customers what items were in stock at their stores. This negatively impacted customer satisfaction and put them at a disadvantage in the retail space where that has become the norm.

Our client needed to create a new feature for their mobile app that enabled customers to browse product availability by location. Even more, they needed a dedicated partner to manage the development process of these features.

Solution

Evergreen deployed our Scrum as a Service solution to build the application features our client was seeking. At the core of this solution was the custom-built scrum development team—complete with our best-in-class scrum practices—that we sourced, onboarded, and managed to develop the application features.

Leveraging the Right Methods with Talented People

Time was of the essence, so to ensure we could make an immediate impact, Evergreen developed and launched a multi-day program for the scrum team. This was hosted by our Compass culture team and encompassed scrum training, team building, workflow definition, and stakeholder alignment.

We provided project management and continuous coaching to keep the team on track. Our project managers ensured that everyone's needs were met throughout the project lifecycle.

As a result of Evergreen's expertise in the scrum methodology and strategic talent management, the development team finished the build six weeks ahead of schedule, received extra projects, and oversaw final testing.

6 Weeks

Ahead of Schedule

2

Additional Projects Awarded and Completed

100%

Team Retention, Led to Highly Effective Knowledge Transfer at Project Close