

Better software

Coté
VMware Tanzu
2021

How do I focus on
build apps that
improves customer
experience and
improve how we do
business?

TECHNICAL IMPROVEMENTS

Daily deploys

+30% developer productivity

+78% operational efficiency

60% reduction in incidents

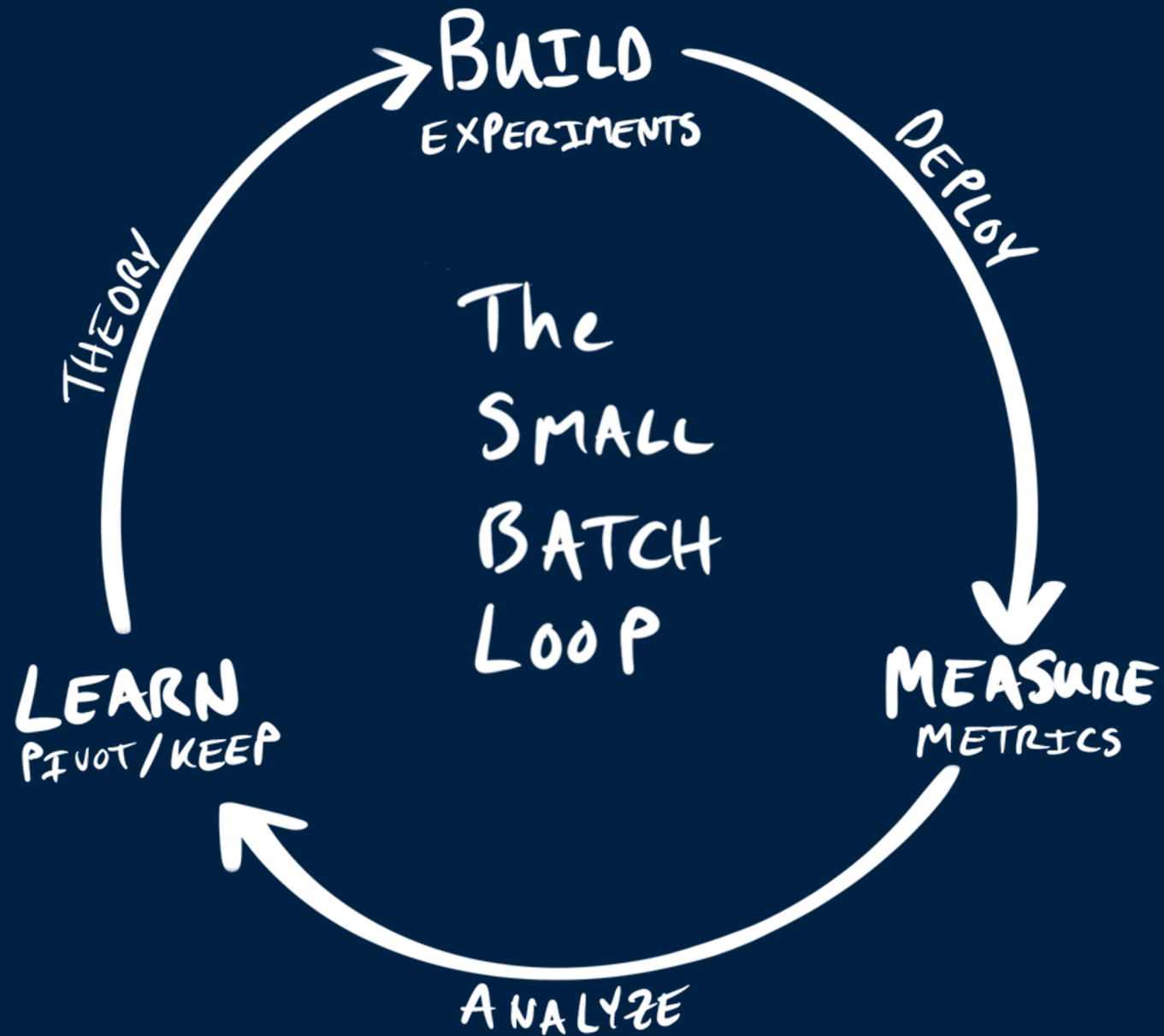
BUSINESS IMPROVEMENTS

65% in online ordering

+46% enrollment rates

3 ½ weeks to retool loan program

6 months to launch a new business







Sources: [Sophie Seiwald](#), Daimler, case study in *The Business Bottleneck*. Pics: [Lüke Kanies](#).

All too common blockers

People

- Skills, hiring
- Reluctance to change
- Scaling new roles
- Org. structure

Corporate

- Budgeting
- Misaligned executives
- IT is still in the basement
- Compliance

Technical

- Stalled, incomplete platforms
- Overwhelming legacy portfolio
- Local optimization, no CI/CD
- "We already do agile."

What are your new projects?

What works, what doesn't?

Q&A and discussion, a sampling

1. What's surprised you most about your teams recently?
2. What is your business focusing on now?
3. What app improvements do customers keep asking for?
4. What is your portfolio modernization strategy?
5. How are you changing "culture"?
6. What metrics do you track for tech, change, business?
7. What are your new projects? What works, what doesn't?
8. How do I need to change?