

THOMSON REUTERS' CONTENT QUALITY DIVISION INCREASES EFFICIENCY WITH PLANVIEW LEANKIT



Find out how the globally distributed team has reduced duplicative tasks and cut administrative overhead from their day-to-day work.



LeanKit has a level of flexibility I've never experienced before in other tools. We use it for managing our workload, managing our resources, and also as a project management tool.



THOMSON REUTERS

INDUSTRY: Mass Media // **LOCATIONS:** Bangalore, Beijing, Gdynia, London, New York

DEPARTMENT/TEAM: Content Enablement, Content Quality

ROLE: Manager/Team Lead // **LEANKIT CUSTOMER SINCE:** 2015

a case study presented by



RESULTS



The team spends significantly less time on cumbersome administrative tasks, such as tracking down updates to spreadsheets and battling with heavyweight management tools.



There's no more tedious searching through multiple spreadsheets in online folders to determine who's working on what, and what work has been completed.



From Bangalore to New York, the team has reduced the occurrence of duplicative work, helping them spend more of their valuable time on creating new assets.

BACKGROUND

Helping Professionals Find Trusted Answers

The data specialists who work within the Content Enablement, Quality Capability team at Thomson Reuters play a critical role in preparing financial intelligence for customer use. They create analytical and statistical algorithms (i.e., scripts) to uncover outliers and inconsistencies hidden within scores of financial intelligence sources, helping flag inaccuracies well before they reach the public.

Working across five locations – **Bangalore, Beijing, Gdynia, London, and New York** – the global team has produced more than 5,000 scripts since 2011. They are now developing even more sophisticated tools and applications by using R, Java, and other programming languages.



WHO WE INTERVIEWED

We sat down with John Spiers, Content Quality Manager, to learn how his team uses Planview LeanKit® to stay in sync and improve the way they work.



Based in five different countries across three continents



Has produced more than 5,000 scripts since 2011



It wasn't particularly clear what people were working on, or what scripts had been created. A team member in Bangalore could start writing a script that someone in Beijing had already written, without knowing it.

Keeping up with High Demand

In 2011, the Content Quality team wrote their first script, automating their process for vetting data for the first time. It became easier to check larger samples of financial intelligence at once, allowing individual data specialists to flag inaccuracies faster. As their reputation for creating automated scripts grew, so did the number of requests they received from eager stakeholders – and so did the number of finished scripts they needed to store and maintain. These were good problems to have, but – as the team began to realize – even good problems have their headaches.

“It wasn’t a problem of not finishing work; it was more about problems with the tools we were using,” remembered Spiers. The team used multiple spreadsheets in different folders on their document management and storage system to prioritize, queue, track, and store their work.

Difficult to search and even harder to keep current, the list-based tools prevented the team from seeing the big picture of their work: “It wasn’t particularly clear what people were working on, or what scripts had been created. A team member in Bangalore could start writing a script that someone in Beijing had already written, without knowing it,” said Spiers.

Despite their best efforts at staying connected, duplicative tasks became a regular occurrence, and the team continued to take on more than they could reasonably complete, both of which affected their efficiency.

THE SOLUTION



I didn't want a heavyweight management tool, because we needed to be lightweight and work quickly. LeanKit was superior to everything else.

Adopting Kanban and LeanKit

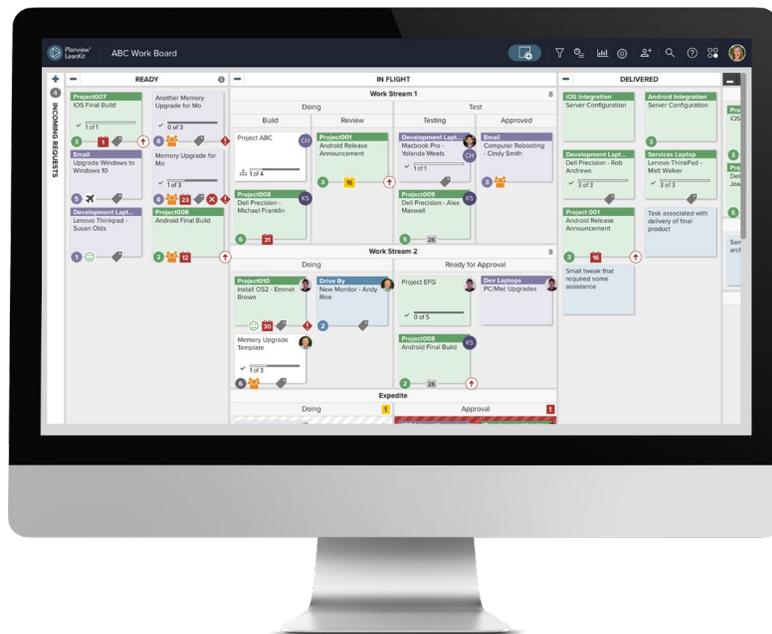
In January 2015, Spiers discovered Kanban, the visual framework used by Spotify and other innovative companies to rapidly improve their products. "I realized that Kanban boards would allow us to see what we were working on, much more easily than spreadsheets," he said, adding that he was inspired by teams who reported efficiency gains with Kanban.

To help ensure that his team realized those benefits, he wanted a tool that wouldn't get in their way: "I didn't want a heavyweight management tool, because we needed to be lightweight and work quickly. LeanKit was superior to everything else," said Spiers. He chose LeanKit for its easy-to-use, highly visual interface that allowed his team to gain a quick, clear understanding of their work in real time.

"LeanKit has a level of flexibility I've never experienced before in other tools. We use it for managing our workload, managing our resources, and also as a project management tool," summarized Spiers. He emphasized that LeanKit can be used easily by a variety of teams, regardless of their process or type of work, without them having to rely on a developer to make changes.



LeanKit main board view



THE SOLUTION



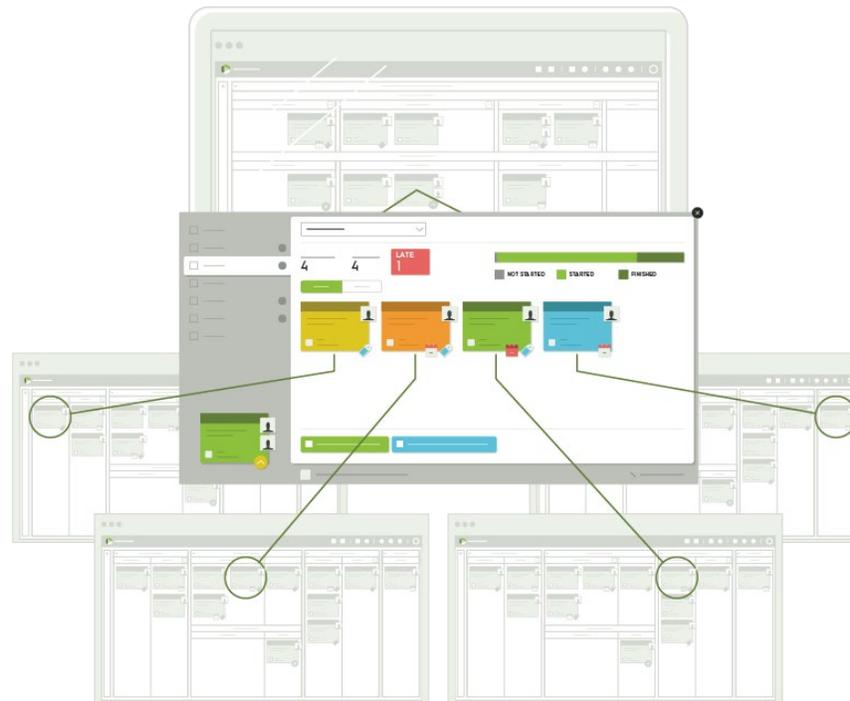
I don't have to guess where I'm needed. Now I know when to dip in, and where I need to coach."

Instant Visibility for Managers and Teams

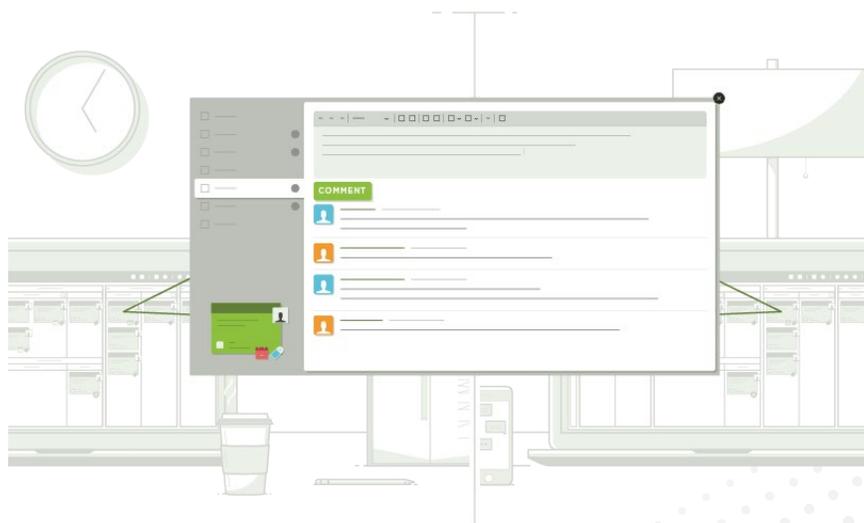
The team simply goes to their LeanKit boards to get the information they need. They have customized their boards to reflect their entire end-to-end processes, from receiving a request to storing completed work. Within seconds, they can see what requests have come in, who's working on which work items (i.e., cards), and which work has been recently finished. In addition, they can quickly filter their boards to search for completed scripts or scripts that are in progress. There are no spreadsheets to search and no online folders to click through.

As a manager, Spiers names card comments and parent-child card relationships as two of his favorite LeanKit features. The team uses the latter to create connections between cards, whether they're on the same board or across multiple boards, to get the big-picture view they were lacking before. Once connections are created, a progress bar appears on the face of the parent card to show the scope and status of the overall project.

Spiers uses card comments and email notifications as triggers to focus his time as a manager: "I don't have to guess where I'm needed. Now I know when to dip in, and where I need to coach," said Spiers.



Parent-child card relationships



Card comments

THE RESULTS

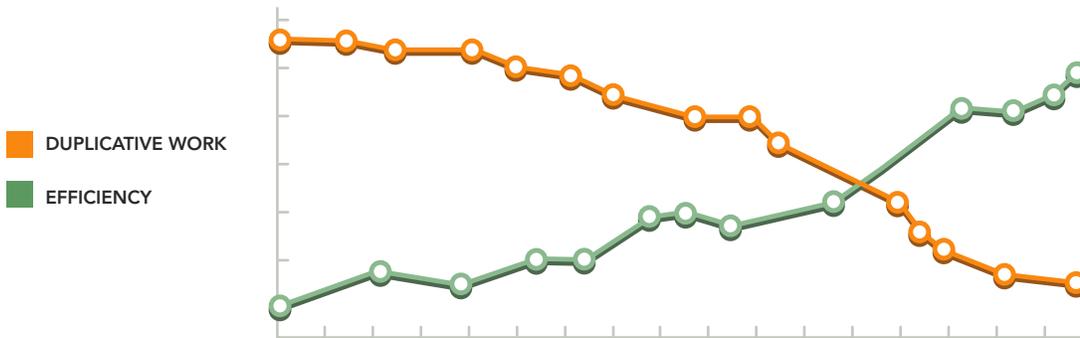


I'm standing on the shoulders of giants.

Increasing Efficiency and Reducing Duplicative Work

Using LeanKit has helped the team increase their efficiency, improve their processes for completing work, and reduce duplicative tasks. They also spend significantly less time on cumbersome administrative tasks, such as tracking down updates to spreadsheets and battling with heavyweight management tools.

When Spiers reflects on the progress his team has made – from writing their first script to adopting new tools and shifting to a new mindset – he has tremendous admiration for how far they've come. "I'm standing on the shoulders of giants," he said. And, thanks in part to LeanKit, their journey is far from over: Looking ahead, his goal is to deepen his team's adoption of Kanban, so they can improve their efficiency even more, while still maintaining their flexibility.



About Planview

As the global leader in work and resource management, Planview makes it easier for all organizations to achieve their business goals. We provide the industry's most comprehensive solutions designed for strategic planning, portfolio and resource management, product innovation, capability and technology management, Lean and Agile delivery, and collaborative work management. Our solutions span every class of work, resource, and organization to address the varying needs of diverse and distributed teams, departments, and enterprises. Headquartered in Austin, Texas, Planview's more than 700 employees serve 5,000 customers worldwide through a culture of innovative technology leadership, deep market expertise, and highly engaged communities. For more information, visit www.planview.com.



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