Case Study:

How Opn Used Uplevel to Improve Sprint Health

At Uplevel, we know that you can't measure engineering success by output alone. Velocity may be at an all-time high sprint-over-sprint, but it can come at a high cost if teams are consistently working overtime, feeling burnt out, and lacking Deep Work time.

After using other engineering analytics tools to look at code velocity and other output metrics, Opn began looking for a solution to keep motivation and morale high as they navigated rapid growth and remote teams. They found what they were missing in Uplevel's key differentiator – the people metrics.
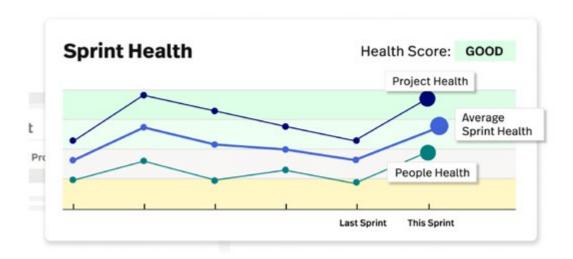
Based in Asia, Opn is a financial solutions company that seeks to remove barriers and create a world where financial services are **open** to everyone. Established in March 2020, Opn helps enterprises enrich their own ecosystem by offering consulting on fintech solutions, developing customized solutions, and creating platform infrastructures centered around e-commerce and customer service.

Improving overall sprint health

Hok (Kittichai) Sopitwetmontree, Head of Engineering at Opn.Pro, relies on Uplevel's Sprint Health insights to drive conversations with his teams, ensuring engineers are being supported to deliver their best work.

Uplevel's Sprint Health unifies the project and people side of your team's work, empowering engineers with data to pursue truly healthy sprints – meeting product release goals without burning out your teams.

Each team can track their print health factors to identify what's going well and areas for improvement. These factors include project-related components such as number of tickets added mid-sprint, tickets closed, bugs, and people-related components such as context switching, Deep Work, and additional burnout risks.

What's more, much of what goes into the sprint health metric is a relative measure. Meaning, metrics are compared to the team's unique baselines and working patterns to track progress over time – versus assuming every developer's working habits and workload look the same.

Hok immediately honed in on sprint health as a key indicator of team success sprint-over-sprint and identified three specific factors that consistently fell in the concerning range: context switching, PRs merged without approval, and issues with story points.
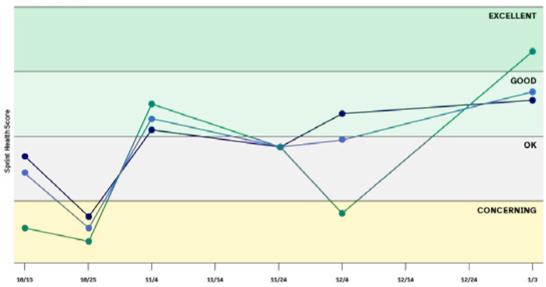
Identifying & acting on root causes

After using Uplevel to discern key focus areas for his team, Hok utilized Uplevel's Sprint Retro page to align on the insights as a team, communicate the prioritization of those focus areas in upcoming sprints, and set specific goals as a team.

The Sprint Retro page aggregates data from the previous sprint and displays it on one easy-to-digest page that includes data on what went well, areas that could be improved, and a look at all team comments throughout the sprint.

> The team discussed the insights shown in the Sprint Retro page and specifically agreed on the need to improve the score for PRs Merged without Approval. Since that conversation, engineers have been much more proactive in helping to review PRs and review quickly to prevent bottlenecks for other team members.

Uplevel helped the team confirm the "why" behind this improvement in overall sprint health.

By prioritizing the three sprint health factors that initially fell in the concerning range, Hok's team has seen substantial improvement:

Issues with story points increased from consistently low (27) to consistently good or excellent (90).

PRs merged without approval rose from concerning levels to excellent.
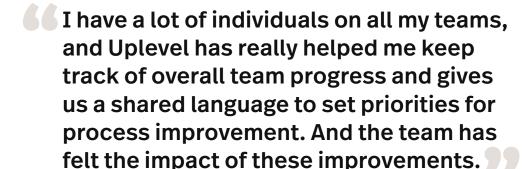
The Context switching score has also changed from concerning levels to a more positive level.

Through continued review of the three concerning sprint health factors sprint-over-sprint, Opn also surfaced another key insight – the need for a full-time Scrum Master to drive the process improvement being tracked in Uplevel.

> **Uplevel's data helped us have the right conversations to realize the importance of hiring a full-time scrum master, which has helped us improve in many different areas. Uplevel is now used by our Scrum Master and continues to help us keep track of overall sprint health and specific areas to focus on sprint-over-sprint.**

The team discussions and hiring of a Scrum Master were initially surfaced through Uplevel's insights, and the progress is still being shown in Uplevel today. Overall sprint health has shown a consistently positive trend, now resting in the good range after starting in the concerning range for Hok's teams.

> **I have a lot of individuals on all my teams, and Uplevel has really helped me keep track of overall team progress and gives us a shared language to set priorities for process improvement. And the team has felt the impact of these improvements.**
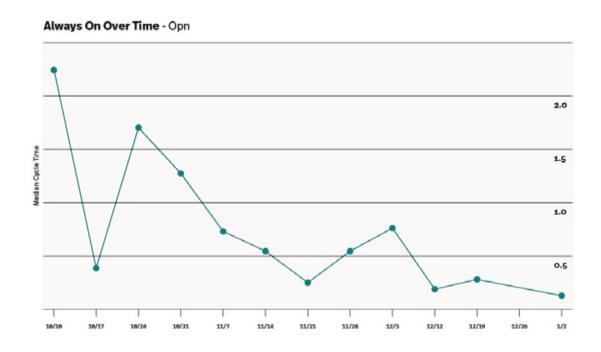
Improving cycle time

As a result of the steps taken to improve key sprint health factors such as PRs merged without approval, Hok's team also saw tremendous progress in decreasing the team's average cycle time downstream, as evident in Hok's Executive Dashboards.

Uplevel Executive Dashboards give leaders an aggregated view of all trend data across the company, helping them pinpoint areas where teams may need help or showcase teams doing particularly well.

Always On Over Time - Opn

Going forward, Hok and his team plan to continue using Uplevel to keep a pulse on team health for both engineering metrics and burnout risk. He'll continue to provide support for his team by monitoring sprint health factors and advocating for change when necessary.

Curious about how your team can use Uplevel to monitor sprint health
and get ahead of burnout? Get in touch with our team today.

uplevelteam.com

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