



Why fast **low-code projects** should start slow for **solid results**

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Introduction

Great minds think alike. But do they really?

Starting a digital project isn't that hard. Open your laptop and start programming, right? Well, if you're working in an organization that takes digital transformation seriously, you will first align your team - not just the IT department - and start working agile. Low-code will give you the opportunity to work fast, but before speed kicks in, it's time to build the right team, so you'll make sure you're going to build the right solution.

We all know the saying 'great minds think alike'. However, if you're used to working with teams, it's often quite the opposite. Great teams can be made up of great minds that think differently. Some might say it's hard to reach an agreement in such teams and thinking differently just leads to conflict.

Before starting a digital project, the team has to reach a shared understanding of what the solution should be. Are we helping customers the right way? All customers, or only a certain group? And what about our suppliers? Are they served in the most efficient manner?

At first, it will seem everyone in the room agrees: helping the customer should be on top of the list, right? But the path to helping your customers is paved with good intentions, and every department in the company tends to think differently about what helping the customer actually entails.

If you want everyone to work on the same goals, everyone has to know the bigger picture and where they want the company or department to go. Rally your team members around a common goal, mission, or vision. Set milestones along the way, so team members can easily tell if they are measuring up.

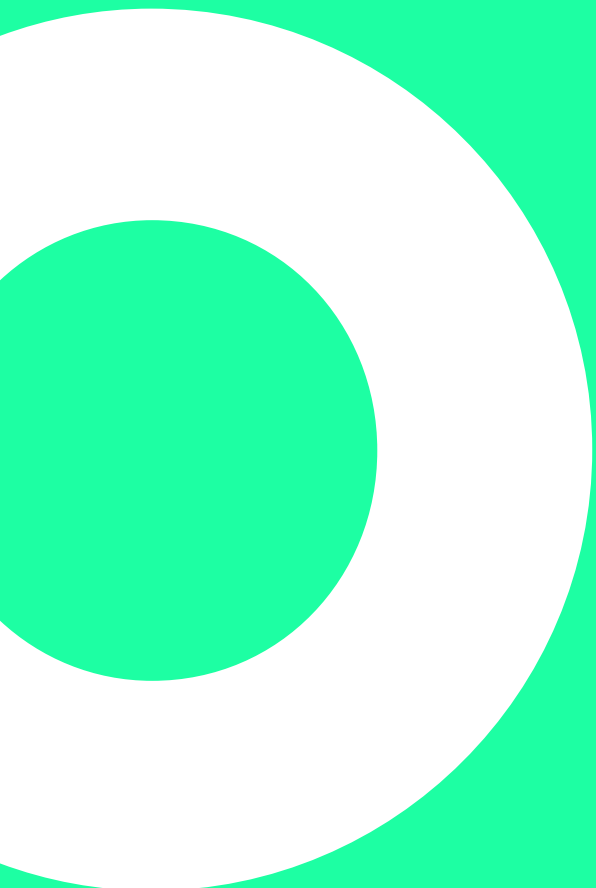
In the past we've seen many stable, scalable and innovative applications which didn't deliver the value that the customer and their customers expected. In these scenarios often great technology, the latest features, and the coolest functions, were created to tackle the wrong problem. Assumptions lead to misunderstanding and nobody saw it coming.

Based on proven methods and frameworks like design thinking, agile and scrum, Bizzomate has developed a 4 step approach: Discover, Define, Design, Do. We did this to create a better understanding of the needs of the business and the capabilities of IT.

This results in better solutions that help to engage with your customers, phase out legacy systems, optimize processes and stimulate innovation. No long research studies, or big reports, but a pragmatic and creative approach to identifying the specific problems to solve before you start with the technical bits and bites to fix them.

To start your next project, we'd like to point out the first steps, Discover and Define. Find out where you stand today, discuss your future organizational goals, discover possible paths to reach them and define the outcomes. It's a challenge to find the shared understanding in your company, but if you do, you're ready to build the right thing!

Marc Gelissen, CEO and founder Bizzomate





Reaching your goal **by thinking before acting**

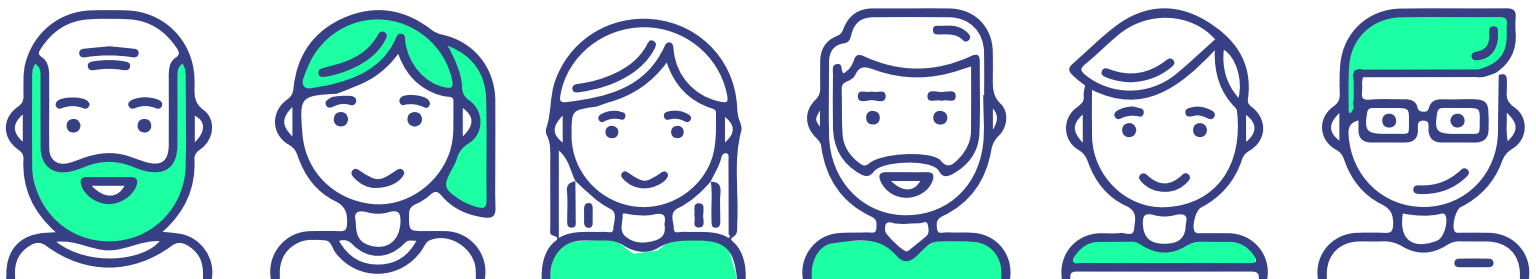
The often stated prediction that every company will be a software company in the future, seems to become a reality. Low-code has reached maturity in only a couple of years' time, offering a great opportunity to organizations in really becoming a technology-driven company. 76% of IT Leaders say the pace of digital disruption during the pandemic has been greater than they expected, according to the state of low-code research by Mendix.

IT professionals in the manufacturing, finance and retail sectors were astonished. 64% of IT professionals see an increased demand for apps and software in their organization, but at the same time, many projects are behind schedule. It's only logical to conclude that the traditional way of working from IT can not keep up with the current demand and strict timelines. How can you change your approach to IT/ digitization projects to meet today's needs?

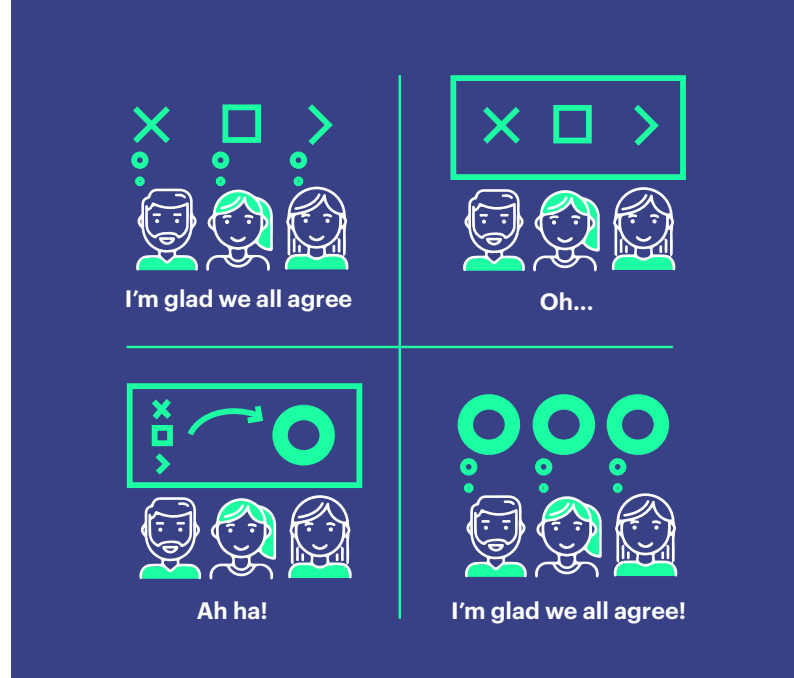
The rise of software development has had consequences for the board of the company. The influence of the CIO in the board room has increased substantially. It's the CIO that determines the degree of disruption. Low-code seems to be the equalizer; it offers IT a great opportunity to collaborate with the business.

Why is low-code on the rise? Two main reasons: you can build with great speed, and thanks to the entry-level of low-code, the business can participate, not just the IT department. On the other hand, cooperation between IT and business requires clear communication about the expectations.

At Bizzomate, we defined our 4D framework; Discover, Define, Design and Do. All steps are important, and skipping one or more will result in failure. We'd like to focus on the first two phases, Discover and Define. They will take place before the actual building process starts.



Working on a shared understanding

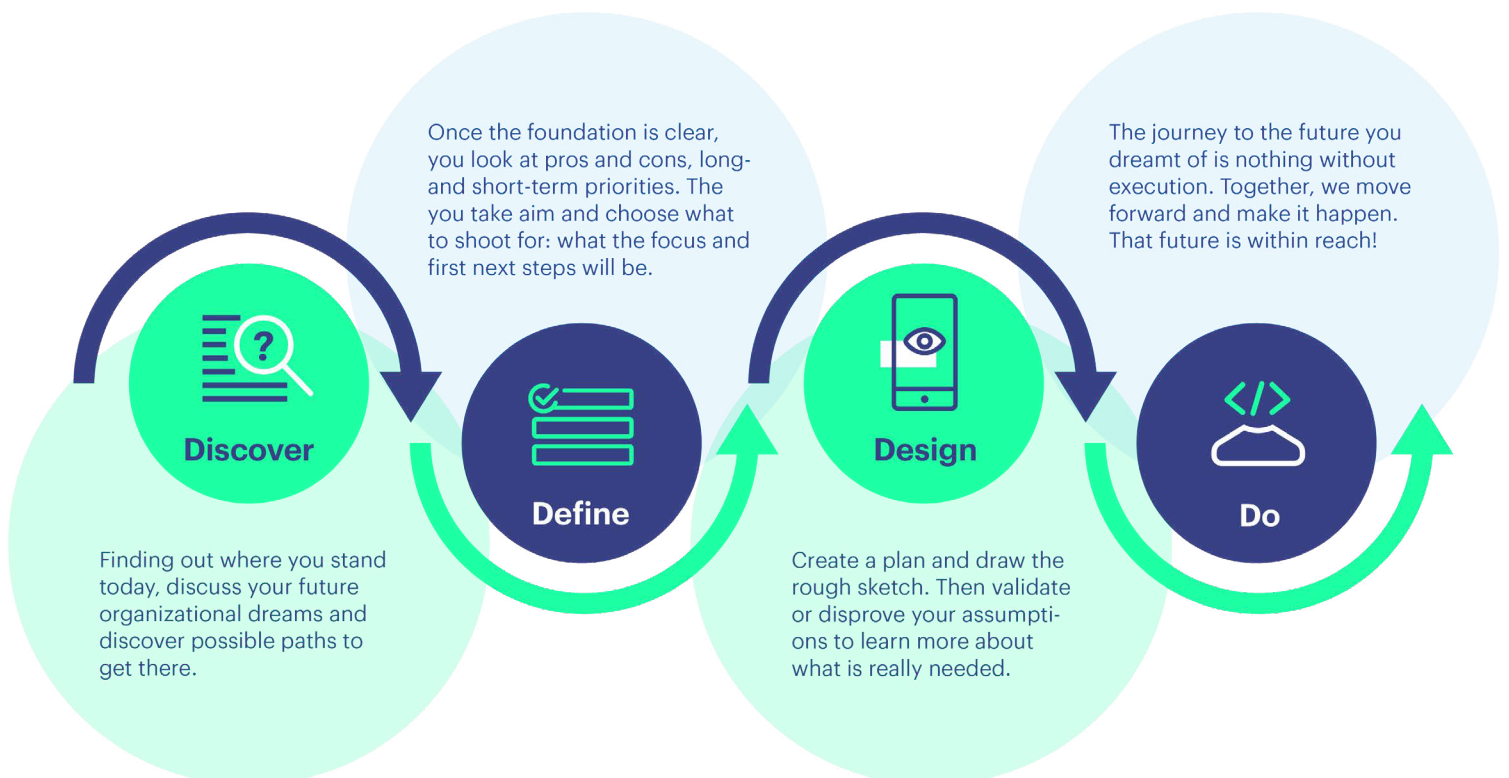


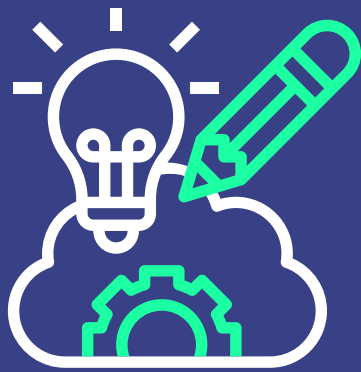
First, all partners involved - from IT to sales, marketing and HR - should work on a shared understanding of the project. Low-code is ideal for developing fast, but an organization can't just start building without a clear vision. Ask questions like: How should customer service operate? How do we define internal processes?

Before the start of a project, the team will have to write a roadmap, so every team member knows the rationale

behind the development and the defined steps to reach the goals. Everyone should be convinced of the 'why'. Why are we doing this? That must be the question. Define the strategy and determine the role of digital.

The why-question will remain present throughout the project. Not just at the beginning, the team will have to check the goals in every stage of the project.





The power of design thinking

Design thinking is the best way to align all parties involved. Before every project, start with design thinking workshops. It's important to get to know your business partners, both inside and outside the company.

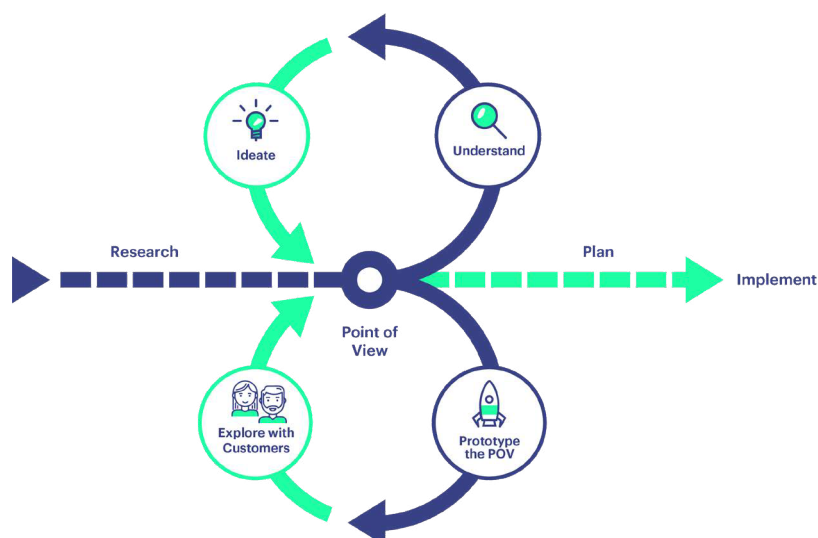
It's time to challenge each other. Create in-depth knowledge by getting to know each other, the market and the company. In our design thinking workshops, the team will determine the user journey, in order to map out the actual problem of the company. Often, the real issues are different and turn out to be different than the first assumed problems. The workshops will:

- Bring different departments of the company together. It's not just the IT director and the scrum master who will determine the goal of the solution. All users have to be involved. It will help to define a shared goal, supported by everyone, based on the needs.
- You cannot start a project without a well-performing team. So start out by reaching a shared understanding by introducing workshops canvases, or games. Or use our templates to discover

common goals. Remember: a great team is built on collective mastery and a shared vision.

- Get customers, suppliers, partners involved. After all, it's them who will be using the new solution. Listen to their needs, and their vision and ideas.
- Start building personas. Write down who will be the customers of your future solution. By naming and giving them a face, all team members will know about the needs of their customers.

These sessions are important to a low-code project. Building with low-code can be very fast, but there's a potential danger. It's easy to build the wrong solution in no time. If a project starts too soon and fails, it's easy to blame low-code. In fact, the cause of failure is, in almost all cases, not reaching a shared understanding before the start.





Business case

Discover how Agristo achieved a stunning new quality control portal by starting slow with their low-code project

Now meet Agristo, a global leader in the development and production of frozen potato products. They recognized it's critical to get a good start, so Agristo worked with Bizzomate to kick off their low-code project. By leveraging design thinking to appoint the right issues, reach a shared understanding and build a great team they created a new Quality Control portal that enables them to manage master data up to 50 times faster. We would call that a pretty solid result!

Martijn Mennen, CIO at Agristo: **“Thanks to the expertise of Bizzomate we’ve been able to fully leverage the power of low-code. Now that we’ve seen what we can accomplish with Bizzomate, we’re keen to scale up the number of low-code projects. They’ve proven they can handle complicated cases. I’m confident to say that with Bizzomate, we can take on virtually any low-code project in our organization.”**



Agristo, a dynamic business specialized in frozen potato products

Meeting the highest standards

Meeting the highest standards in food production is a key priority for every company in the food industry. Agristo leveraged the Mendix-platform to develop a Quality Control portal. The portal enables them to manage master data up to 50 times faster and record the measurements taken during production in a very efficient and user-friendly way. In addition, it provides valuable and quick real-time insights into product quality during the production process.

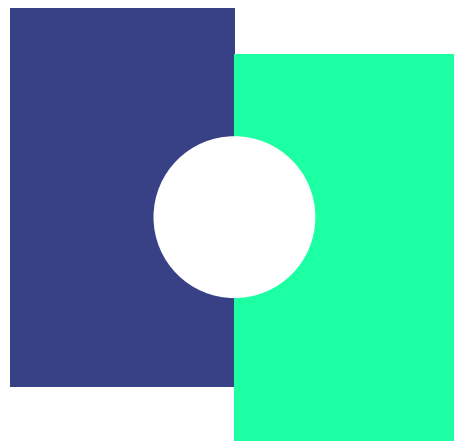
Agristo is a dynamic family-run business, specialized in the production of frozen and pre-fried potato-products. The company is headquartered in Harelbeke, Belgium and owns two other production facilities in Belgium and one in the Netherlands. Finished products are sold worldwide in retail and foodservice markets.

The company produces over 200 different semi-finished products ranging from fries to croquettes, potato parts, röstis, mashed potatoes and much more. During production, all these products need to be checked on 30 to 60 different parameters multiple times during a run. To make things

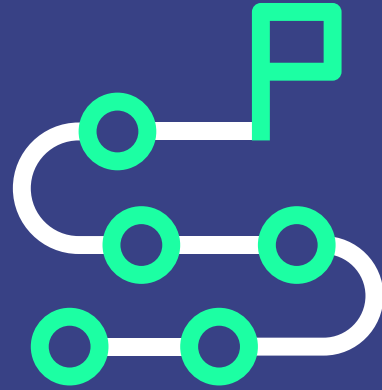
even more complex, the company is a private label producer, so each client may have different requirements regarding, for instance, the weight, size and quality of the products.

Improving a time-consuming process

Checking and monitoring the quality of all these ranges of potato products used to be managed via a custom-built master file. The master data was managed in this file and periodic measurements were performed on the factory floor and stored manually. Besides the fact that managing the master data was a very time-consuming process, the quality engineers blocked each other while adding results. As a consequence, real-time insights were very hard to come by.



Simplify and speed up quality control

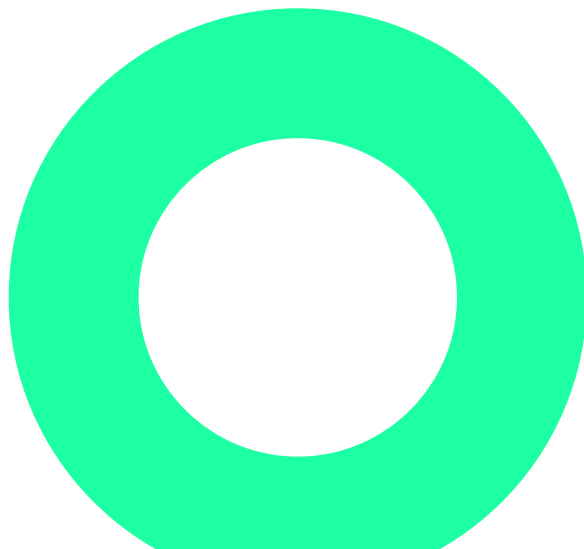


In order to simplify the quality control process and get direct insights into variations of quality during the production process, Agristo looked for a partner that could help them solve these challenges. Bizzomate was eventually selected to take on this business-critical challenge.

In a design thinking session, Bizzomate and Agristo first determined exactly what needed to be built. They wanted a platform that could help them manage the control parameters in a flexible manner,

add measurements from various production locations simultaneously and that could provide valuable insights during the quality control process. The portal also needed to be easy to work with.

Agristo is using an on-premise SAP/ERP-business application, so the integration of the new tool with SAP was key and the new solution also needed to be hosted in the SAP cloud instead of the Mendix cloud. After some initial issues, the Quality Control portal is now working flawlessly.



24/7 availability from various production sites



The Quality Control team is very satisfied with the new solution. Quality Control Engineers can enter data from various production sites simultaneously making the data entry process a lot more efficient. A dashboard provides Quality Control Managers with valuable information about the quality of the various product batches. They can easily spot quality trends and make adjustments to batches if needed.

The application also gives Quality Managers more control over the production process. Changing the parameters for instance has now become a dynamic process. If batches don't comply with the parameters of one client, they sometimes do meet the criteria of other clients enabling them to offer those products to other clients with less food loss as a result.

Mapping a production score

Avola Decision, the decision management software for operational decision making developed by Bizzomate was also integrated into the

application. The business rules that were used to make decisions about product quality were translated into decision models in Avola Decision. Based on the measurements in the portal, such as temperature and the length of the fries, the software automatically calculates a quality score. If the score gets below a critical number, adjustments need to be made to the production process.

For Agristo's employees, it was getting increasingly difficult to monitor and manage the different parameters for the growing number of customers. Avola Decision has significantly reduced the complexity of the quality control process and increased transparency because all decisions about the quality are now taken based on objective business rules in Avola Decision.

Significant gains in speed and flexibility



Quality Control managers are now able to update master data up to 50 times faster. If a product definition has to be added or modified it only takes minutes whereas before, this would take half a day up to one day. This is an unbelievable difference. Martijn Mennen, CIO at Agristo: **“We are very happy with the Quality Control solution. The new app is user-friendly, efficient and provides us with valuable insights in variations of quality during the production process. It enables our Quality Control Managers to fully focus on what they’re good at, ensuring that Agristo products meet the highest possible standards for food production.”**

Dries Ausems, merchant of progress at Bizzomate: **“For the development of the app we worked with the Agile methodology. This was a relatively new way of working for Agristo, but the entire team did an excellent job. We encountered a highly motivated and knowledgeable team and the interaction with all stakeholders was high. This environment enabled our development team to build a Quality Control portal that exactly meets the business needs of Agristo.”**

Mennen adds: **“Thanks to the expertise of Bizzomate with the agile methodology we’ve been able to fully leverage the power of low-code. Now that we’ve seen what we can accomplish with Bizzomate, we’re keen to scale up the number of low-code projects. They’ve proven they can handle complicated cases. I’m confident to say that with Bizzomate, we can take on virtually any low-code project in our organization.”**

“ With the help of Bizzomate, Agristo was able to give their quality controllers a well designed and user friendly quality tool. The Bizzomate consultants always kept our objectives in mind so they never lost time & money on creating something less valuable. Their suggestion to implement Mendix & Avola Decision, to obtain a final decision on the quality of the product, gives us all the flexibility we need in this tool. We are very happy with the results. Agristo is impressed of everything that is achieved in only 6 weeks of ‘sprinting’. We can sincerely recommend Bizzomate as a reliable partner for your business challenges. ”

Maggie Cauwels
ICT Applications Manager



Bizzomate stands for **Low-Code high-impact.** Contact us now to boost your organization with **Low-Code.**

Would you like to fire up your digital transformation process?
Is your organization considering low-code? We would love to
share our lessons learned and customer stories!

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