Driving Scalable and Compliant Blood Supply Chain Solutions

with ICON Agility Services

Executive Summary

Challenge: ARC-One Solutions needed to develop a next-generation Blood Establishment Computer Software (BECS) platform while addressing inefficiencies in delivery, misalignment between teams, and increasing technical debt.

Solution: ICON Agility Services partnered with ARC-One to align both the organization and software architecture for uninterrupted value flow. This included leadership coaching, SAFe training, and restructuring teams into an Agile Release Train.

Result: Faster, more reliable product delivery, improved software performance, and a reusable platform architecture that supports the broader organization.

About the Customer

ARC-One Solutions develops regulated software for blood supply chain management, ensuring safe, efficient, and compliant processes. Their next-generation BECS platform aims to provide partners with cutting-edge technology that is easy to implement and maintain.

The Challenge

🔴 Before: Delivery was slowing due to misaligned teams, conflicting stakeholder demands, and an increasing backlog of defects.

⚠ Impact: Software performance and reliability suffered, making it difficult to meet regulatory and operational requirements.

● Need: ARC-One required a transformation strategy that would realign teams to value delivery, optimize software architecture, and accelerate product development.

The Solution

ICON Agility Services executed a comprehensive transformation strategy to realign both organizational structure and software architecture, ensuring uninterrupted value flow.

● Enterprise Alignment: Worked with C-level leadership to restructure the company around value delivery, ensuring teams were optimized for efficiency.
● SAFe Training & Coaching: Delivered organization-wide SAFe training to create a shared understanding of Agile best practices.
● Value Stream Mapping: Conducted an extensive mapping exercise to clarify business value across teams, eliminating bottlenecks and misaligned priorities.
● Domain-Driven Design Workshops: Identified critical user goals and restructured software architecture to support them effectively.
● Agile Release Train (ART) Launch: Transitioned the product delivery team into an ART, streamlining execution and increasing collaboration across teams.
● ALM Tooling Configuration & Coaching: Optimized Jira and Confluence implementation to enhance backlog management and workflow visibility.

The Results

✔ Accelerated product delivery, reducing delays and increasing feature throughput.

✔ Improved software performance and reliability, meeting critical regulatory and business requirements.
✔ Clearer stakeholder alignment, balancing competing demands effectively.

✔ Reusable platform architecture, extending benefits beyond the BECS platform to

other areas   of the organization.

Key Takeaways

🔴 Aligning teams to value delivery accelerates results and reduces friction in software development.

🔴 Optimizing software architecture alongside team structure enhances efficiency and scalability.

🔴 Enterprise-wide Agile adoption builds long-term adaptability, ensuring continuous improvement.

Transform Your Organization with ICON Agility Services

Is your organization struggling with software delivery delays and misalignment? ICON Agility Services specializes in Agile transformations that drive results.

🔴 **Let's talk.** Contact ICON Agility Services today.