

### THE CUSTOMER: A PREMIER RETAILER

Macy's, Inc. is one of the nation's premier retailers. With corporate offices in Cincinnati and New York, the company operates about 870 stores in 45 states, the District of Columbia, Guam and Puerto Rico under the names of Macy's, Macy's Backstage, Bloomingdale's Outlet and Bluemercury, and operates macys.com, bloomingdales.com, and bluemercury.com.

### THE CHALLENGE: BRING SOFTWARE DELIVERY TOOLS AND TEAMS TOGETHER

Bring disparate tools and teams together to ensure efficiency as well as the accuracy of data used in the software delivery process.

Macy's was working hard to balance and maintain multiple tools and teams involved in their software delivery process. Manual effort was creating overhead and consuming time, as well as making it difficult to gather and report the data that those teams relied upon to deliver high quality software. They knew that the answer was to find ways to streamline the process so that the software delivery teams could go faster while making sure the data shared among the teams --developers, projects managers, testers, etc.-- maintained its integrity.

### THE SOLUTION: ONE COMPREHENSIVE, SCALABLE SOLUTION

Macy's sought to find one solution that could integrate multiple tools used by their software delivery teams.

It was also important that the solution made it easy to maintain the connections among the tools and teams despite continuous updates as the number and types of tools increased. Macy's found a few vendors capable of connecting some of the tools, but none covered all that the retailer employed, and they did not scale. Tasktop was the only one that could integrate all the tools used by their software practitioners, and scale to handle the projects they envisioned for the future.

### THE RESULT: REDUCED OVERHEAD, INCREASED DELIVERY SPEED, SAVED RESOURCES

In a short time, Tasktop reduced manual overhead and increased the speed of Macy's software delivery teams. The teams expressed how deploying Tasktop has positively affected their work. With initial integrations for defect management, Macy's was able to save over 600 hours of manual data entry spanning six months, across ten teams. When asked what they have found most valuable about Tasktop thus far, the engineering and tools management cites time savings and the accuracy of data in the process.

Macy's is also leveraging the data aggregation aspects of Tasktop and was able to gather the data from a variety of tools into a centralized database to support an enterprise status dashboard. This became a staple for all status meetings and is helping to proactively manage projects and financials, ensuring that roadblocks are removed and full ROI is gained.

Macy's will continue to work closely with Tasktop to maximize this initiative in 2017.

### LEARN MORE ABOUT TASKTOP

Tasktop offers a variety of resources to help organizations innovate through their software development and delivery capability. Find out how Tasktop has helped other organizations become software innovators.

Contact us at [sales@tasktop.com](mailto:sales@tasktop.com) or +1 (778) 588-6896.