

#### **Presenters**



Scott Brinker
Co-Founder and CTO, ion interactive
Author of Hacking Marketing
@chiefmartec



David Lesuè

Creative Director, Workfront

@davidlesue



#### **Audience Poll**

When considering Agile, what challenges do you encounter within your organization?

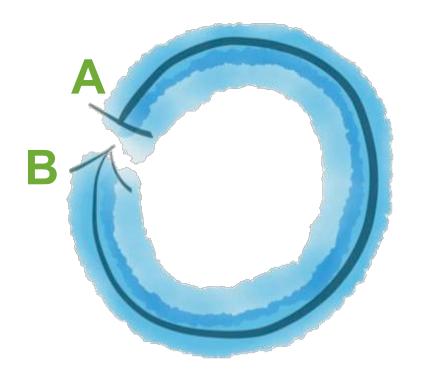




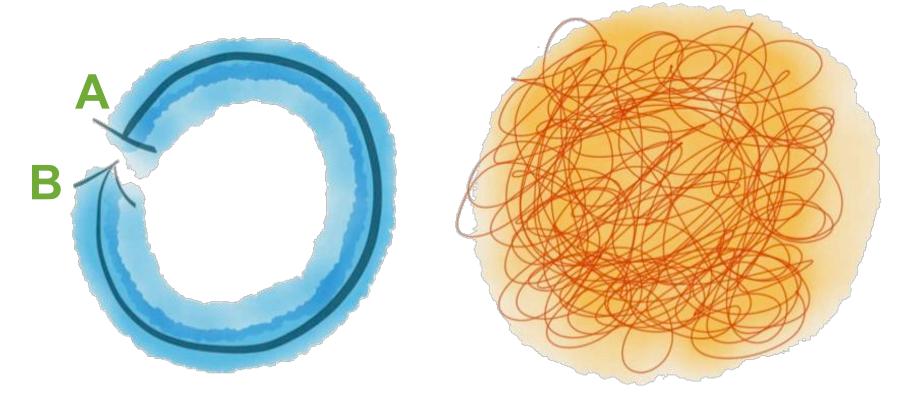
## What is Agile Marketing?

And Why Does it Matter?



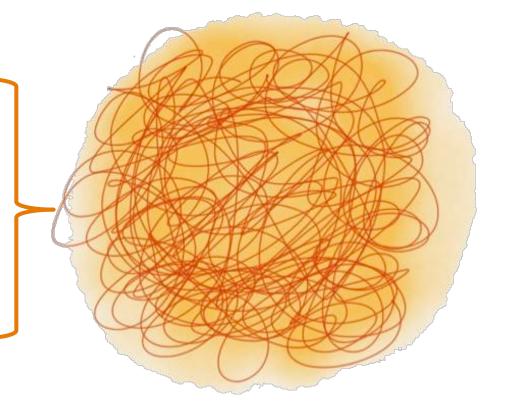


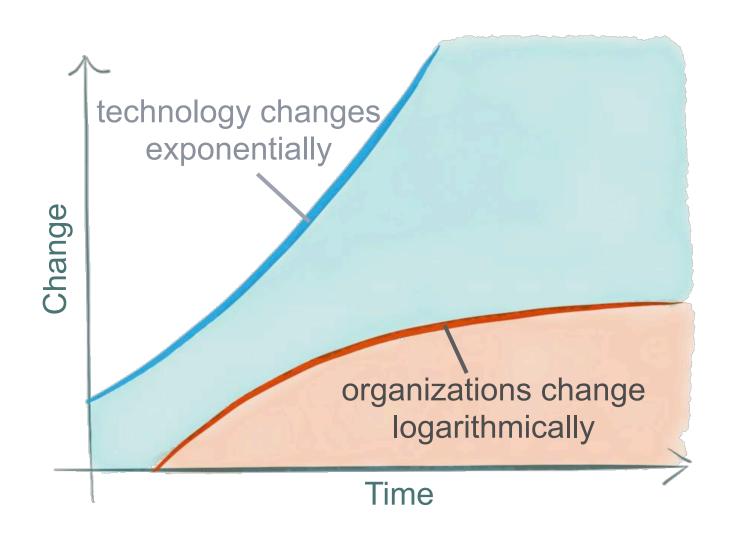
Marketing used to work like this.

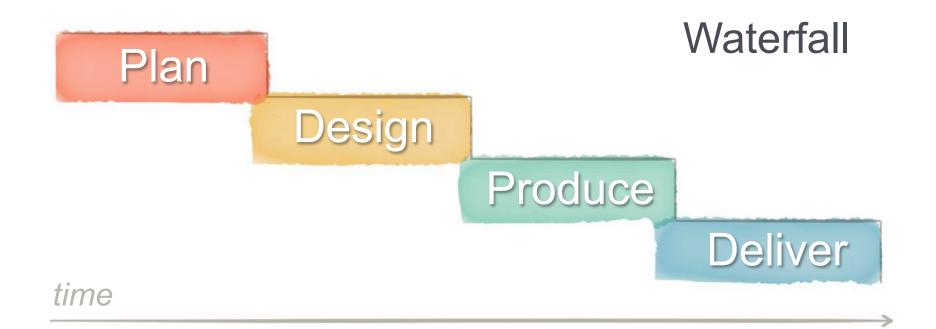


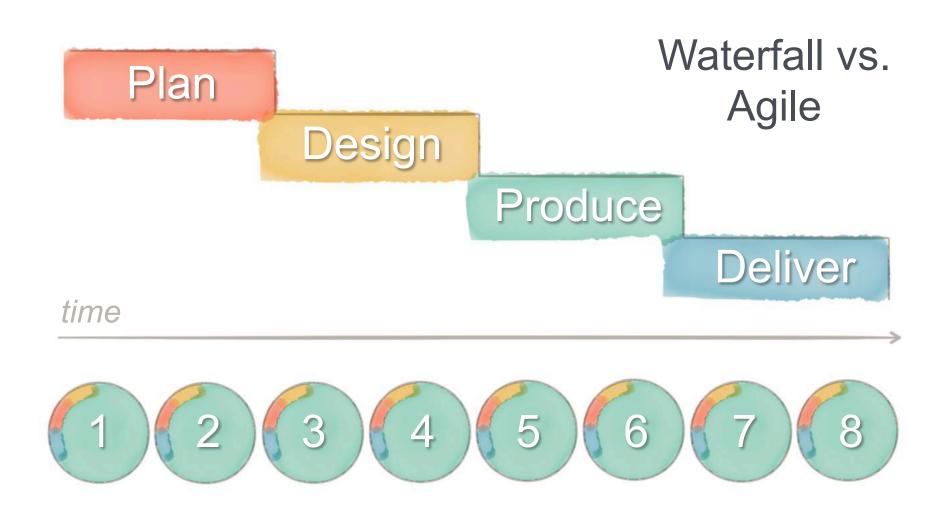
Today, it feels more like this.

Faster cycle speeds
Fragmented channels
Feedback loops
Frequent disruptions







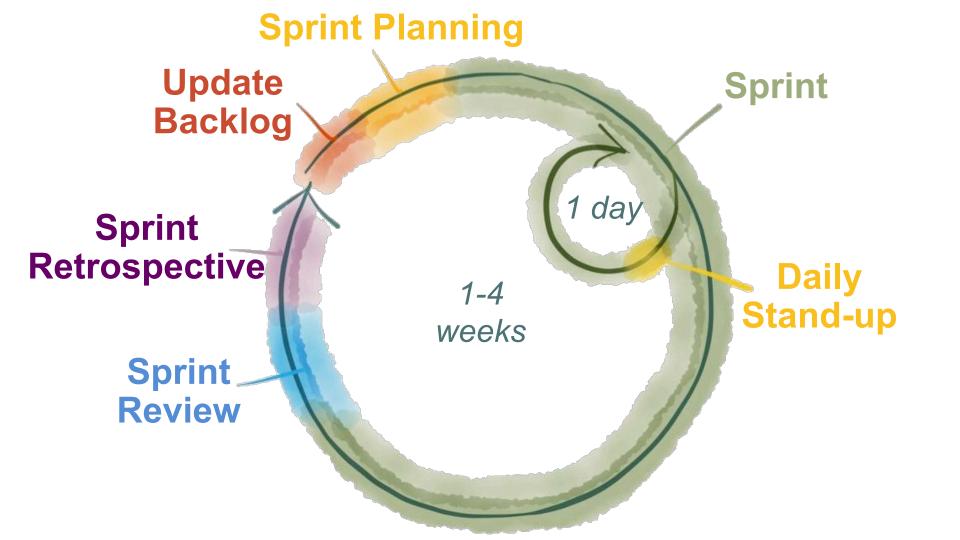


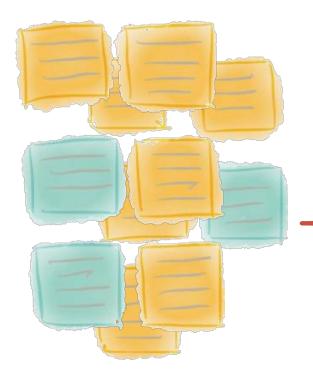
### each sprint is an opportunity to:

- respond to new events and information
- deploy viable work into the market sooner
- adjust your approach based on feedback
- stop wasting time on ineffective programs
- experiment with innovative, new ideas

time

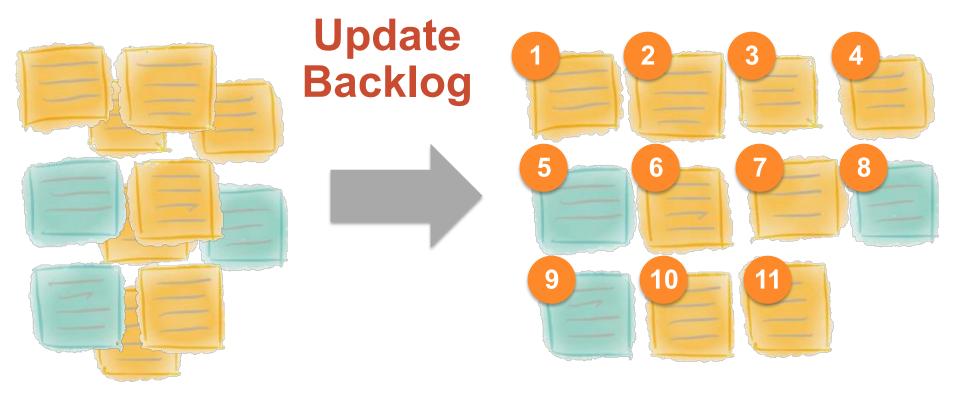






# **Update Backlog**

- Write a case study
- Configure new nurture email campaign in MAP
- Create a landing page
- Launch new Google keyword group
- Connect with a social media influencer



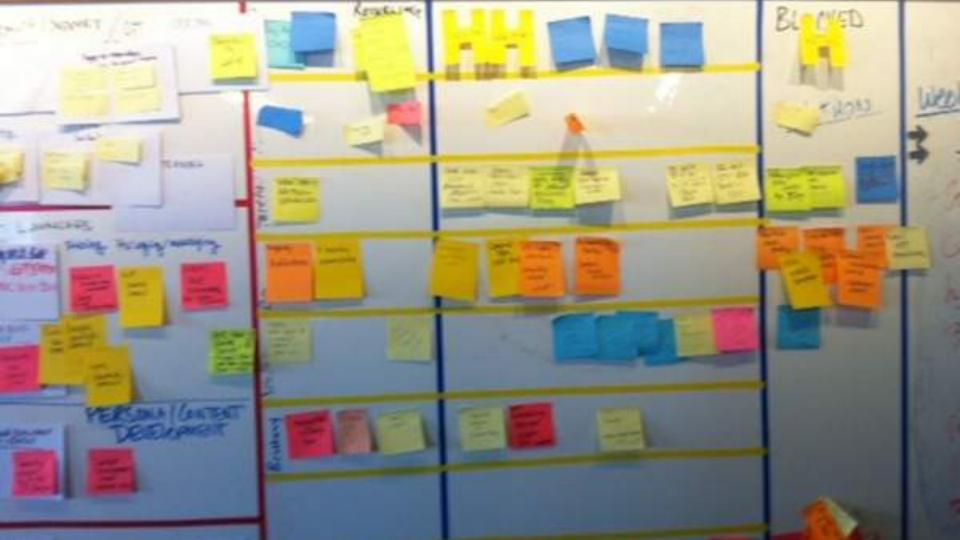
Rank the nominated tasks in order of importance.

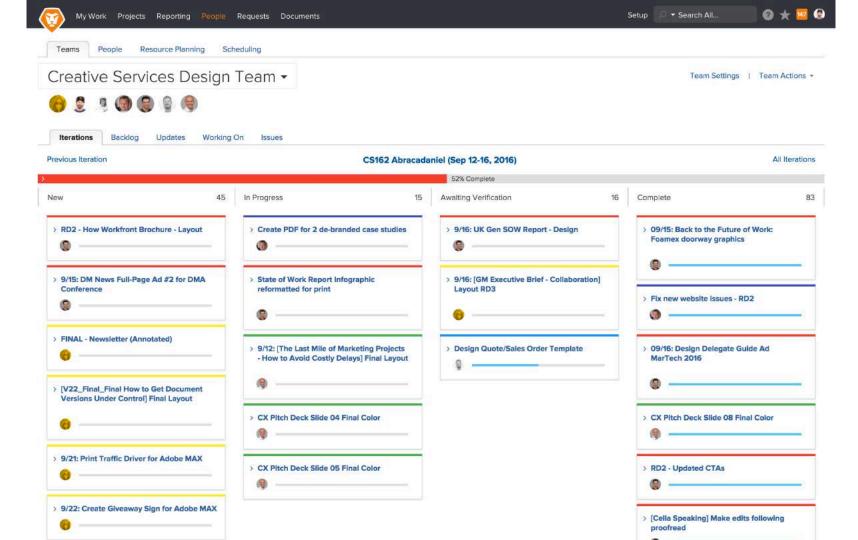
# Team commits to

tasks for the sprint.

# **Sprint Planning**

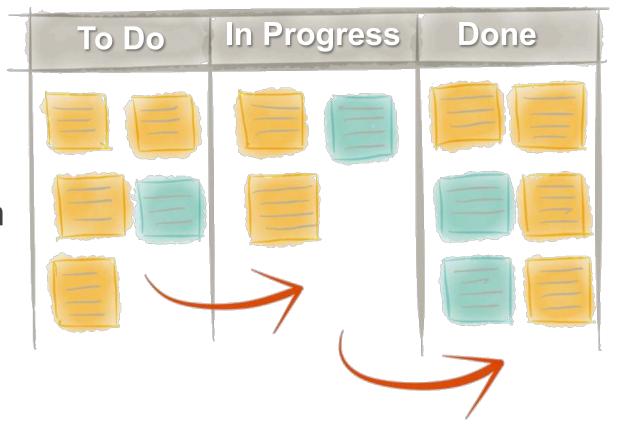




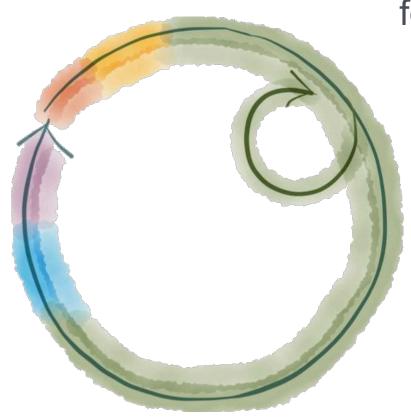


# **Sprint**

Teammates take tasks in order of priority, move them to in progress and then done.



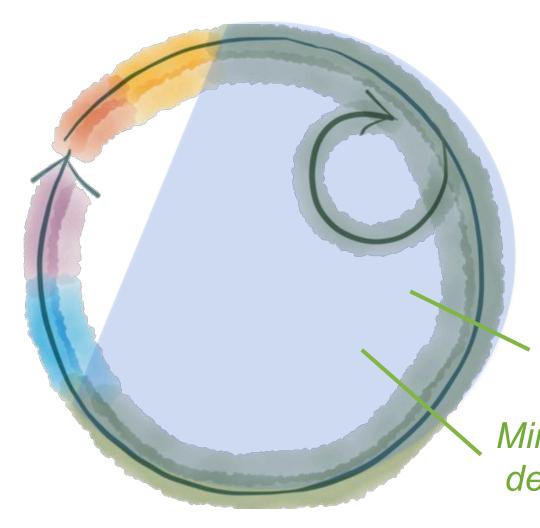
## **Sprint**



Every day, the team meets for a 15 minute "stand up."

- What did I do yesterday?
- 2. What am I going to do today?
- 3. Are there any impediments in my way?





# **Sprint**

Sprints typically are 1-4 weeks long — the team focuses on completing its work.

High ratio of work time to process overhead.

Minimize "fire drills" that derail work in progress

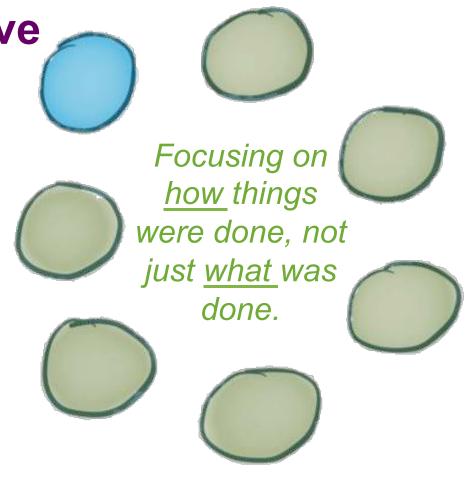
# **Sprint Review**

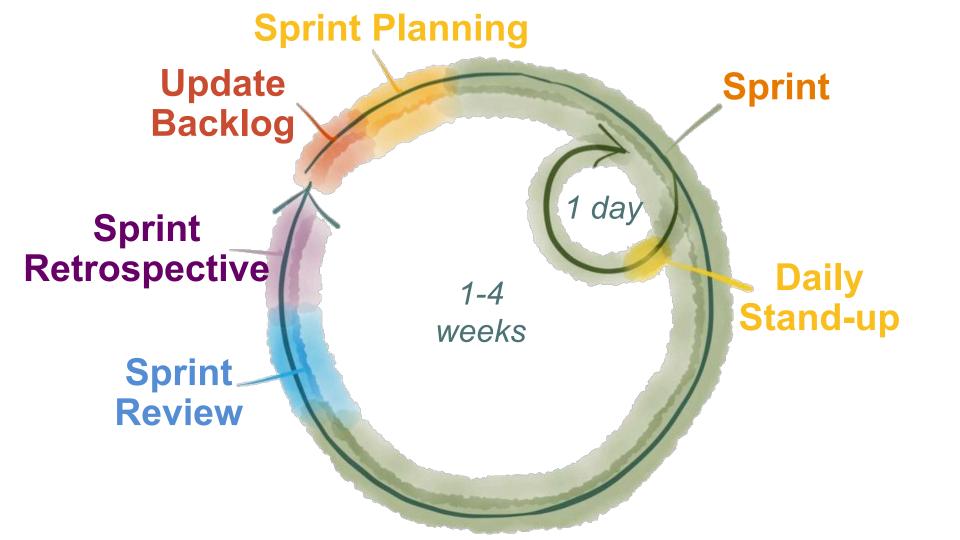
At the end of the sprint, the team meets to discuss/demo what was completed.

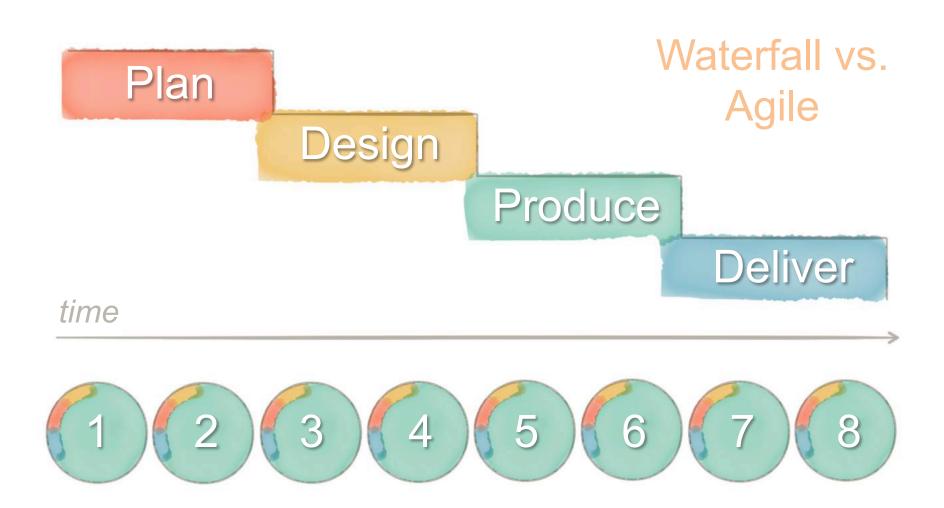
To Do	In Progress	Done

**Sprint Retrospective** 

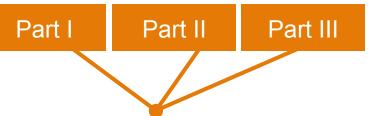
After the review, the team has a separate meeting just among themselves to discuss their **process** — and suggests changes for the next sprint.







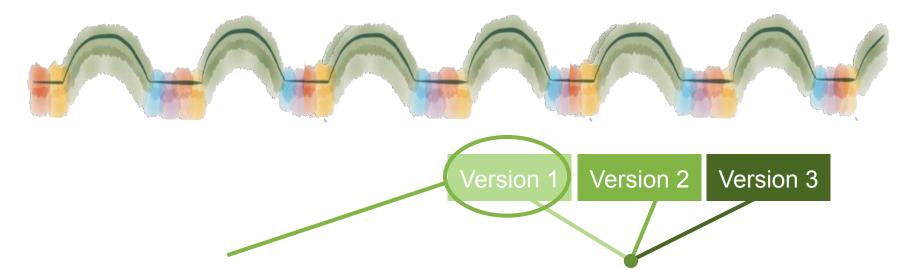




This is an incremental approach — each step offers you a chance to adjust your trajectory.

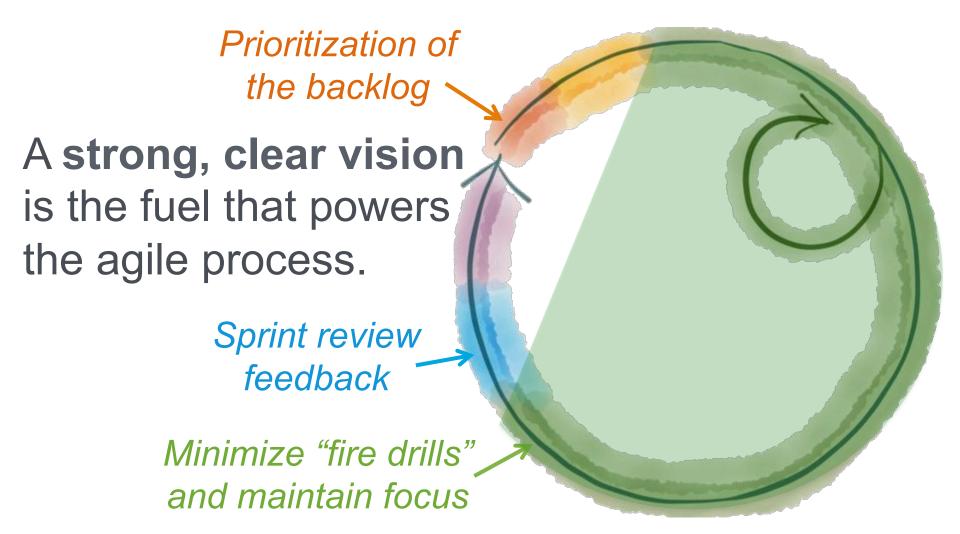


This is an iterative approach — each step offers you a chance to refine your deliverable based on feedback.



An iterative approach lets you "fail fast" — try new ideas on a small scale before scaling them.

This is an **iterative** approach — each step offers you a chance to refine your deliverable based on feedback.



#### Implication – IT moves to a bimodal organization

#### Mode 1 Mode 2 Goal Reliability Agility Price for Revenue, brand, Value performance customer experience Agile, kanban, low Waterfall, V-Model, **Think Approach Think** high-ceremony IID ceremony IID Marathon **Sprinter** Runner Plan-driven, Empirical, continuous, Governance approval-based process-based Enterprise Small, new vendors, suppliers, long-term Sourcing short-term deals deals Good at Good at new and conventional **Talent** uncertain projects process, projects IT-centric, removed Business-centric, close Culture from customer to customer **Cycle Times** Long (months) Short (days, weeks) 16 Gartner.

# "A brilliant road map." — Ram Krishnan SVP & CMO, PepsiCo

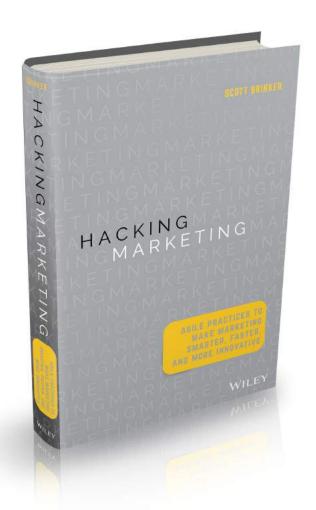
"A compelling model."

– John L. Kennedy

CMO, Xerox

# "A terrific manifesto." – David C. Edelman McKinsey & Company

"A must-read operating manual for CMOs." – Ajay Agarwal Bain Capital



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# An Agile Marketing Case Study

The Workfront Creative Services Team











#### **EBOOK**

# Dispelling the Illusion of Productivity

5 common phrases that are sure signs of inefficiency among creatives



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oject f Shame









Failure affects more than we think

PRODUCTURE W ● WORKFRONT

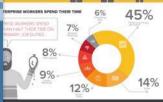
OF ALL PROJECTS FAIL

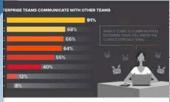
#### Poor planning can have horrifying results





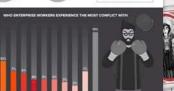


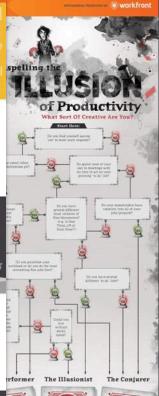














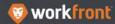












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# WE DEVOUR WORK CHAOS. HUNGRY? Still Kickin' SaaS WE DEVOUR WORK CHAOS. We work front FORMERLY ATTACK

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FEATURES-

PRICING

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WATCH DEMO

REQUEST FREE TRIAL



# Finally, a Work & Project Management Solution For Marketers

LEARN MORE

Workfront is a cloud-based online project management software that allows you to manage all of your work in one place. It's the only comprehensive tool set that eradicates work chaos and simplifies everything from team communication with real-time collaboration to project tracking and reporting. Simply put—Workfront helps your organization improve the bottom-line through removing inefficiencies and clutter for better optimizing your team, time, and work.

Learn How Workfront Helps Thousands of Enterprise Teams Reign Supreme





- Trek Bicycle Corporatio
- Manufacturing
- www.trekbikes.com/us/en/
- Materioo, Wi

#### AT A GLANCE

#### CHALLENGES

- in new revenue
- Manual, time- consuming processes
- Lack of alignment led to improper resource

#### BENEFITS

- Increased efficiency—On-time product delivery rate increased from 50% to 80 generating millions in new revenue
- Greater productivity—Team members regained 30% of their time for innovat
- Reduced meeting time—Weekly p

#### CASE STUDY

## Trek Bicycle increases on-time product delivery and revenue with Workfront

A product's success is directly linked to how well the manufacturer meets delivery deadlines—and time to market is even more important when the product is relatively seasonal. With Workfront, Trek was able to identify and resolve roadblocks, improve processes, and meet customer demand.

Trek's on-time delivery rate was just 50%. Senior management deployed Workfront to increase project data visibility, improve resourcing, eliminate bottlenecks, and stop missing sales opportunities that could have delivered millions of dollars in new revenue.

Trek Bicycle Corporation is one of the world's leading manufacturers of bicycles. Its global team includes program management, engineering, industrial design, and product development professionals. Because Trek's revenue hinges on the timely introduction of new models to market, it continually evaluates its manufacturing process and business practices.

#### THE CHALLENGE

In 2009, Trek brought on a team of full-time project managers to oversee workloads with the goal of increasing efficiency. Yet basic project visibility remained elusive because teams continued to use a broad array of disparate project management tools—from Microsoft Project and Excel spreadsheets to PowerPoint sildes and Word documents to Enovial project approval software.

"I spent 40% of my time contacting our global teams to chase down project statuses," recalls Kris Lamp, senior manager of the team. "To provide information requested by management, I was on too many phone calls at night and sending a lot of emails."

The situation wasn't much better for Lamp's team. Project managers spent an estimated 30% of their time manually retyping timeline items into emails, sending them out to team members, and collecting the results, which they presented during status meetings held two to three times a week.





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tivity by more

kly status update rarePoint and Excel activities

#### CASE STUDY

## Advance Auto Parts Ecommerce Team Estimates more than 50% Increase in Productivity

Workfront marketing work management solution replaces Microsoft SharePoint, giving the eCommerce team complete visibility into project lifecycles. Improved processes and reduced meetings enable the team to complete more jobs without adding significant resources.

Retal is a fast-moving industry. Staying ahead of the competition requires getting the right promotions and information to as wide an array of customers as possible at the right time. Advance Auto Parts invested in the Workfront marketing work management solution because its eCommerce department was faced with the challenge of managing an ever-growing list of basks across a national team. By improving the organization of eMarketing activities and workflows, the Workfront solution significantly improved the team's project management request and delivery processes, remote collaboration, and team unitly.

Advance Auto Parts, Inc. is the largest automotive aftermarket parts provider in North America. Headquartered in Roanoke, Va., it serves both the do-it-yourself and professional installer markets. Advance Auto Parts operates approximately \$239 company operated stores, 106 Worldpac branches, and serves approximately 1400 independently owned Carquest branded stores in 49 states. Puerto Rico, the Virgin Islands, and Canada. Advance Auto Parts employs approximately 74,000 team members. The Advance Auto Carts communication is support of all communications in support of all company-owned stores.

#### CASE STUDY

### Cisco Boosts On-Time Delivery With Real-Time, Actionable Project Data from Workfront

At Cisco, customers come first, and meeting their needs is part of the company's DNA. This mindset extends to internal customers too. Cisco formed a specialized group, and implemented Workfront, to help provide and improve communications expertise across the company.

Cisco established the Communications Resource Center (CRC) to make it possible for groups that never had communications expertise to have access to the appropriate staff members. When Cisco encountered challenges tracking CRC projects and productivity, it deployed Workfront to improve reporting and visibility into the team's service delivery process.

Cisco is the worldwide leader in networking with more than 73,000 employees in more than 165 countries and over \$48 billion in annual revenues. It has shaped the future of the Internet, transforming how people connect. communicate and collaborate.

#### THE CHALLENGE

Cisco formed the CRC in late 2012 to provide graphics, web development, and communications self-help services to other internal groups including the Executive Internal Communications department and the Communication Services Bureau.

"Several teams were combined into one new team with the idea of being able to better provide communications expertise across the company," explains Dan Taylor, CRC Tools and Technology Manager.

To manage the CRC's work for both its pre-funded and pay-forservices clients, Esco rolled out one tool to track projects and another tool to track the time CRC employees and contractors worked on those projects. Yet when management requested regular reports about CRC projects and resource expenditures, having two separate systems "caused a massive, once-a-month scramble that consumed man-hours and compromised work already in the pipeline", recalls Taylor.















**workfront** 





#### DATASHEET

## Enterprise , Finally Mak

One of the key contributor is email. This happens whe collaboration tool, resulting work requests, and an une forgotten once read. Work users to request, receive, leaving Outlook.







#### DATASHEET

# Workfront Dyr

The Workfront calendar view is po-



If you're a normal human being, yo you have to manually maintain. It's painful. The Workfront Calendar V world to the work you do. Fire and

#### How Does Workfront Dynamic C

## From high maintenance calendari

Your calendar today has more to do with last withe future. Your calendars are manually mainta disconnected, out of date, and siloed. In fact, y calendars are more like artifacts than works of



The Workfront Calendar View builds itself and built. Just tell the filter builder what projects, w tasks, and what colors. Built on your work, it sh your work, automatically.



#### .

#### DATASHEET

## What is Workfront DAM?

Workfront DAM is a cloud-based digital asset management platform for enterprise marketing and creative teams. Efficiently manage, search, share and distribute all your digital media from one central system. Web-based tools help you work quickly and easily to connect your brand, teams and creative assets.



## ction

world of work is bigger than that.

retholdology. You love interations.

orld is bigger than just your code.

b enterprise work management by



tch made in heaven.

Drag and drop assigments

Backlogs

nline edit

Estimates

Multiple views

and much more

Scrumboard

interations (sprints)

Color-coded stories

Elexible team spaces

Sapacity and focus factor

Burndown charts

#### mance Guarantee

int guarantees that our performance of or exceed industry standards in ses and response times. It's peace of help you sleep at night.

#### 2.0

int supports SAML 2.0, the bust single-sign on standard in astry, to both ease access for se users and increase security by g single-sign on without the need kfront to store user credentals.

#### Governance

ion to providing the results of int's own internal and 3rd party Workfront ensures peace of y offering customers the ability to their own annual Workfront audit.

service for enterprise customers. (solution you can trust with critical

#### .A.

Looking for a digital asset? Make one quick stop for all of your company's images, stock photos, videos, creative files, documents, presentations and more. Powerful search features deliver exactly what you're looking for.

How Does Workfront DAM Work For My Team?



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#### Distribute & Publish

Easily distribute and share assets with teams and thirdparties. No more FTP uploads or e-mailing large files. Deliver assets to your website, social networks, CMS and more.



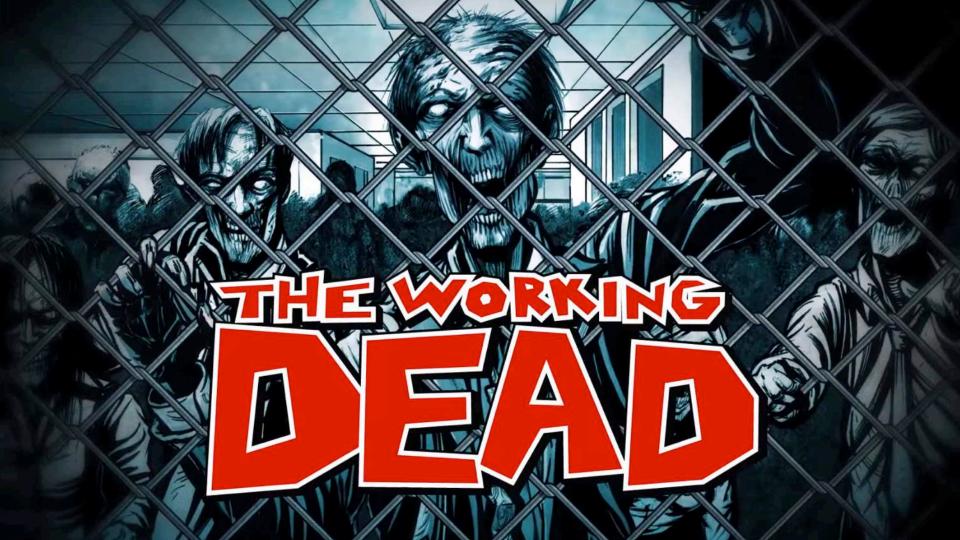
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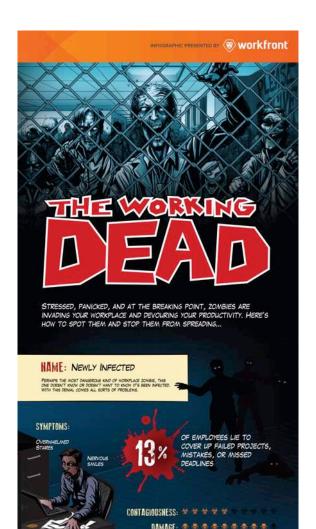


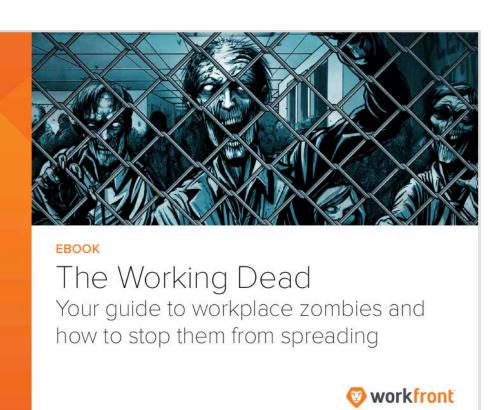
# An Agile Marketing Example

The Working Dead Campaign







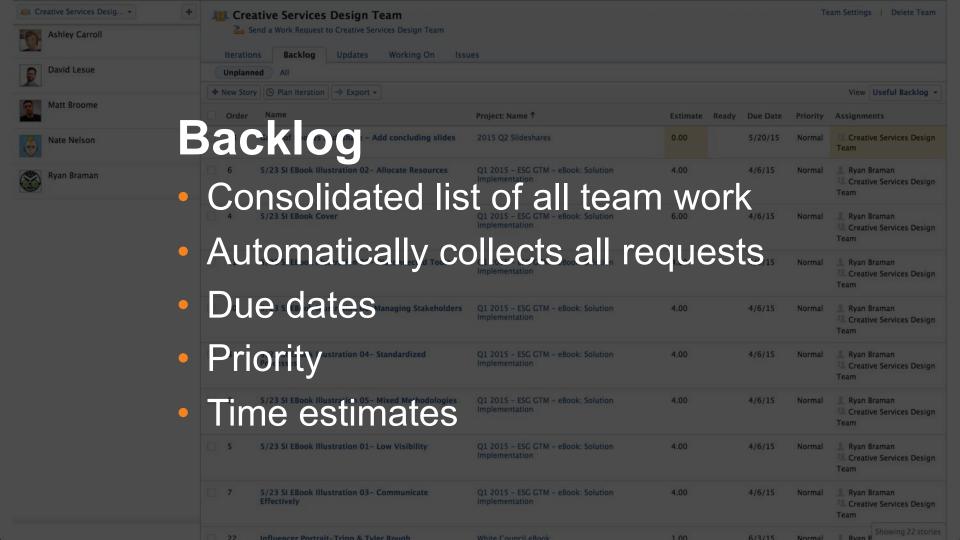




# **Agile in Action**

A Week in the Life of an Agile Creative Team

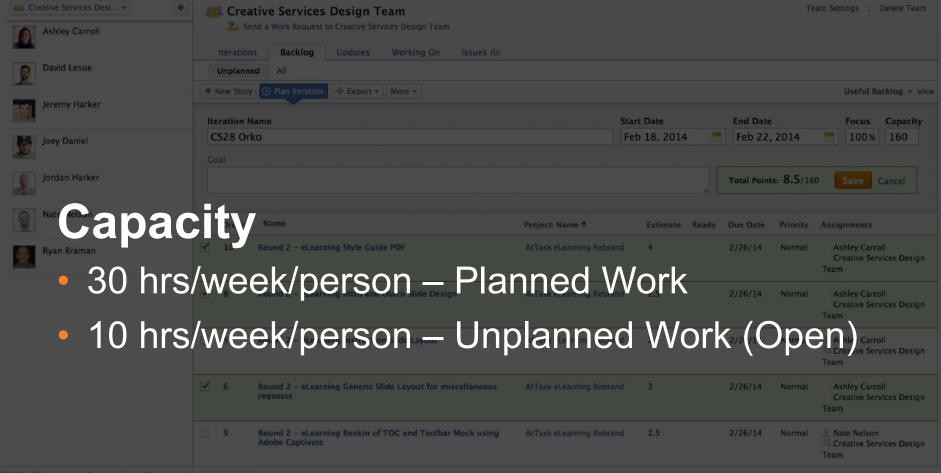


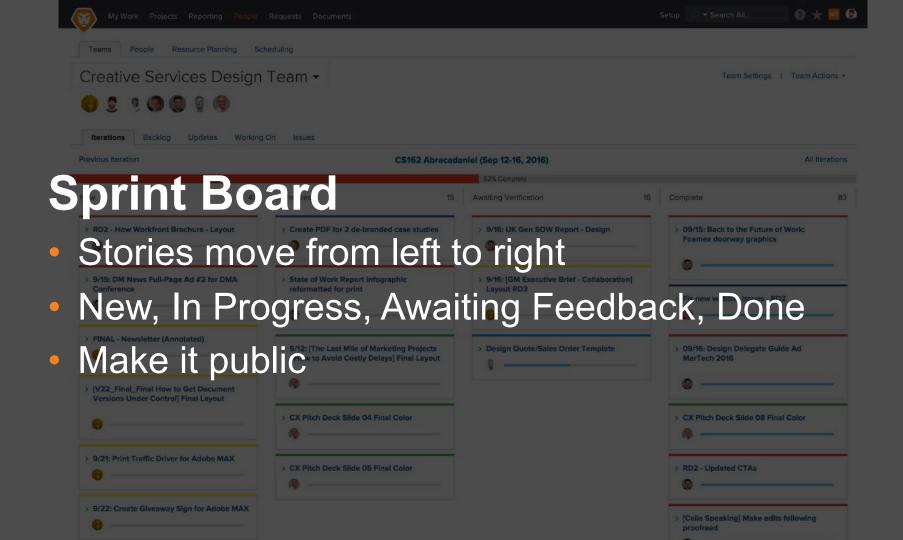


# **Sprint Planning Meeting**

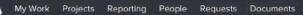
- Review backlog
- Prioritize stories
- Estimate hours
- Make assignments
- Populate (and commit to) sprint











Maciej Krupa, 28

As of Sep 14, 2016 9:54 pm MDT



Creative Services Dashboard

→ Export

**Current Sprint Hour Totals by Assignee** 

Matt Broome, 36

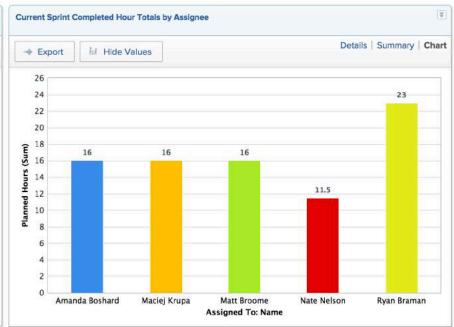
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Amanda Boshard, 29

Ryan Braman, 46



Nate Nelson, 19.5

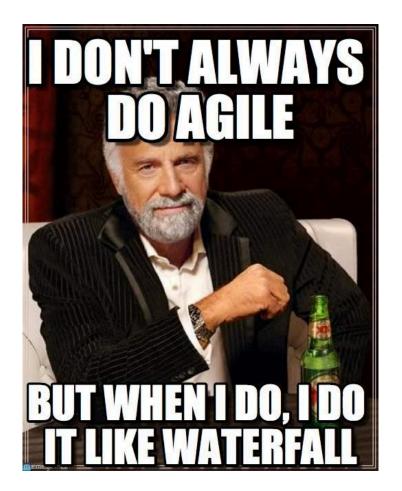
# **Sprint Retrospective**

- Review sprint performance
- Identify ways to improve process
- Make at least one change—treat sprints as an ongoing process experiment

# Transitioning to Agile

How to Make the Jump from Waterfall









# Transition to Agile... agilely

- Educate yourself
- Start with a small, open-minded, pilot team
- Eat the elephant one bite at a time (Don't plan out your agile implementation using waterfall)
- Iterate, iterate, iterate
- Use what works for you, abandon the rest
- Don't worry about the Agile Police





# One Bite at a Time

- Backlog
- 2. Sprints/Sprint Planning Meeting (Account for lots of unplanned work in the beginning)
- 3. Daily Stand Ups
- 4. Sprint Review/Retrospective
- 5. Increase amount of planned work per sprint over time





# Q&A

- Get The Complete Guide to Agile Marketing at <a href="mailto:bit.ly/GuideToAgile">bit.ly/GuideToAgile</a>
- Find more Agile resources at workfront.com/agile-marketing





