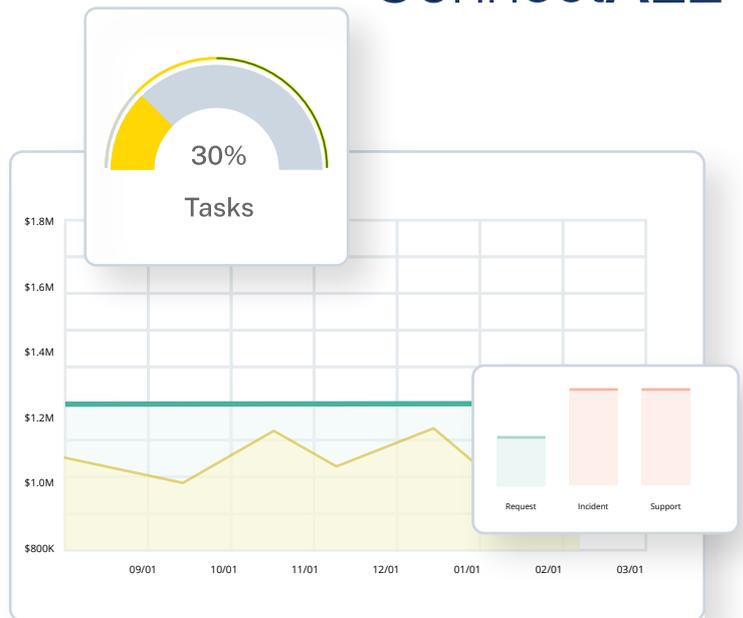




# Achieve the Desired Business Outcomes with Flow Metrics

Software companies today struggle with a lack of metrics that help with efficiency, improved flow, and delivering customer value. There is so much data flowing through a software delivery value stream, but is relevant data being used to measure the value from a business level? How do you get this level of insight? How can you gauge how fast you're delivering value to the customers? How will you know what slows your delivery?

It is almost impossible to fully understand the health of the value stream with value stream mapping or value stream maps alone.



## The solution is flow metrics.

It is critical to track flow metrics throughout your value streams as they are the measures that can provide actionable insights into the health of your value stream, helping you identify bottlenecks, issues, and constraints that impact business outcomes and slow down the delivery of value.

## Flow metrics must be tied to business outcomes

Evaluating flow metrics against business outcomes allows you to connect software delivery work with business objectives. Using these metrics will provide the insights you need to optimize your processes and achieve the desired results.

### Critical Questions Answered with Flow Metrics

Does a reduction in the Mean Time to Repair (MMTR) result in a better customer experience?

Do shorter flow times in Q2 correlate with the increased revenue in Q3?

Do shorter cycle times lead to a faster time-to-market?

Does a lower defect escape ratio result in improved customer satisfaction?

## Flow metrics you should track

Cycle Time

Lead Time

Blocker Trend

Blocker Time

Queue Time

Throughput

Production Impact

Work in Process (WIP)

Flow Time

Value Added Time

Mean Time to Repair (MTTR)

Escaped Defect Ratio

# Track Flow Metrics with ConnectALL's Value Stream Insights

Gain real-time, end-to-end visibility into the health of your value stream and identify bottlenecks, issues and constraints that impact business outcomes and block the delivery of value.

ConnectALL's Value Stream Insights, part of ConnectALL's Value Stream Management Platform, is a customizable, real-time analytics solution designed to help leaders and managers capture, visualize, and analyze metrics in your software delivery value stream.



ConnectALL's Value Stream Insights comprises three key elements:

### Insights Adapter:

Captures data from any source in your software delivery value stream, housing the data in your database of choice utilizing ConnectALL's common data model.

### Insights Analytics:

A dashboard that visualizes the real-time flow metrics that businesses need to assess the health of their value stream and make better decisions.

### Insights Services:

Learn how to leverage key metrics to improve flow, shorten time-to-market, increase throughput, improve product quality, and align IT and business initiatives.

ConnectALL's Value Stream Insights metric dashboards and charts and data modeling enable you to combine data from any tool in your value stream (including requirements management, development, testing, ITSM, CRM and other development and delivery tools), then use that data to establish where you are today and how you can achieve the next level on your software development journey.

## Make better business decisions with end-to-end value stream metrics



**Align IT and digital initiatives with business outcomes**

Enabling you to capture, visualize, analyze, and optimize critical indicators of speed and quality in your software delivery value stream.



**Reduce time to market**

Helps you identify waste in your processes and eliminate bottlenecks. By incorporating data from multiple sources into a single view, it will highlight the impact of dependencies, work overload, wait times, and more.



**Take corrective action faster**

Get a combined view of efficiency and effectiveness across an end-to-end product value stream. By analyzing data from ideation to production, it helps you find your system bottlenecks, so you can focus efforts on changes that will truly increase end-to-end flow.

**Watch a ConnectALL Demo On-Demand!**

## About ConnectALL

ConnectALL® is a value stream management company dedicated to helping customers achieve higher levels of agility, traceability, predictability and velocity. We do this by connecting people, processes and technology across the software development and delivery value stream, enabling companies to align digital initiatives to business outcomes and improve the speed at which they deliver software. ConnectALL's value stream management solutions and services allow companies to see, measure and automate their software delivery value streams.

  
**ConnectALL**  
www.connectall.com