

What does third grade geometry have to do with the success of your business? Triangles. At each point of a triangle, part of your daily operation is housed. The **technology** you use, the **people** who use it, and, the key link that is often overlooked, the **processes** between them.

Technology can support organizational efficiency. It's also constantly changing, leaving your team struggling to keep up. People require training, they do not "come out of the box" and are not "plug and play," but they are still decision makers. The processes are only as good as their application, linking people to the technology. Each business model has its own unique set of angles that make up their triangle.

Just as there are different types of triangles (i.e.: equilateral, isosceles, and scalene) with varying angles, there are different methods to balancing your business, resulting in powerful, strategic decisions.

## Which Triangle are you?

**Equilateral triangle:** This type of organization has an equal reliance and balanced investment on people, technology, and processes. For instance, this organization may consist of a competent team of trained individuals, a streamlined workflow, and an awareness of the technology available. A balanced budget would be in place to facilitate employee training and improve infrastructure, including the hardware and software used throughout the business.

**Isosceles triangle:** Organizations of this type have an equal reliance on two of the three entities, but lacks on the third. This company may have static, waterfall-like processes that are not allowing the trained people to fully utilize the technologies. Alternatively, the organization may have solid processes, efficient employees, but the technology is not always hitting its mark.

**Scalene triangle:** This triangle often drives the technology vs. talent debate. This type of organization disproportionately invests in people, processes, and technology. We often get asked, "What's more important, people or technology?" the answer is, both. The process is the variable leg that can create the balance between the two. This balance is not always an "equilateral," but one that works for your company. This is the real challenge, not debating the age-old question of tech vs talent.

Triangles aside, it's about finding the right balance for your organization. Which involves being adaptable and receptive. Each point has its own inherent pros and cons, but you don't need to be as smart as Pythagoras to solve your business' problems. In order to be successful, it's important to customize your business's triangle to meet the organizational needs. This can be achieved through implementing - you guessed it - agile methodology. This rapidly growing way of doing business can be the arbiter of change to be the more proportional organization companies strive to become. So before your company can start on what Scrum refers to as "Sprint 0," there needs to be some clarity as to what you are trying to accomplish, i.e. find out what "triangle" category you fit in. From there, you can begin implementing agile practices with little to no tools and just some willingness to adopt a new method to making changes to your company. Agile can be mystifying at times. Some of the different roles associated with Scrum require more leadership and experience. The good news is, there are people here to help.

Consultants can assist your organization to reach its agile potential. Bridging the gap with tailored solutions to meet your goals and effectively reach that balance. Whether its implementing agile methodology with our Scrum Alliance certified professionals, improving your business intelligence, or even integrating our project managers with your team. **SME** works within your triangle to drive results and reach a no-coincidence zone. To find out how we can help your organization reach its goals, consult the Subject Matter Experts at SME.

Want to learn more about SME and how we can assist with balancing your business?  
Contact [info@smesgroup.com](mailto:info@smesgroup.com).

Stay tuned for next month's article, *What is Product Solving?*

