

Transforming IT at Steelcase: An Agile Case Study

Introduction

🕒 Read 2 mins



CHAPTERS

01 | Introduction

What Is Agile?

Foundation for Success

02 | The Road to Agile

Building the Practice

Research + Engagement

Leadership + Communication

Change Management

03 | Key Insights

Workplace Strategy Implications

“We didn’t start with agile. We started with a new perspective for IT — to be a better business partner for the organization and to become customer-centric. We discovered that agile aligned with those aspirations.”

STEVE MILLER | Steelcase CIO

Digital transformation requires a much closer connection to the customer and the ability to innovate and execute quickly. Forrester recently reported if companies don’t reinvent with technology at the core, they will watch customers defect. In essence, the business will suffer if organizations don’t figure out how to reinvent and redefine the work of information technology groups so that they can get closer to their customers. A successful transformation requires a holistic approach that considers people, process and place.

Steelcase, like many organizations, is undergoing this transformation, developing an evolving vision for its business and IT team.

A new team-based workspace created in its Grand Rapids, Michigan Global Business Center is the outward manifestation of a complex change. It isn’t just about creating the kind of space that attracts technology workers (although it does), it’s about using the space to support agile processes and foster a more agile culture among the 400 IT professionals at Steelcase in Grand Rapids.



There's a lot about this journey that makes it unique. Leaders and teams have had an unprecedented depth of involvement. Learning has been conscious, intentional and codified. The amount of prototyping has been significant; and the engagement processes have been comprehensive. From discovery to measurement, the entire company is learning deeply, and in the spirit of agile work, sharing new insights even as they evolve.

NEXT CHAPTER - [What Is Agile?](#)

[+About Steelcase](#)

[+Customer Care](#)

[+Legal Notices](#)

[+Connect With Us](#)

[+Contact Us](#)

Steelcase

© 1996 - 2023 Steelcase Inc. is a global leader in office furniture, interior architecture and space solutions for offices, hospitals and classrooms. Our furniture is inspired by innovative research in workspace design.