

**CSAT: 5/5**



**5 out of 5**

Based on True Story

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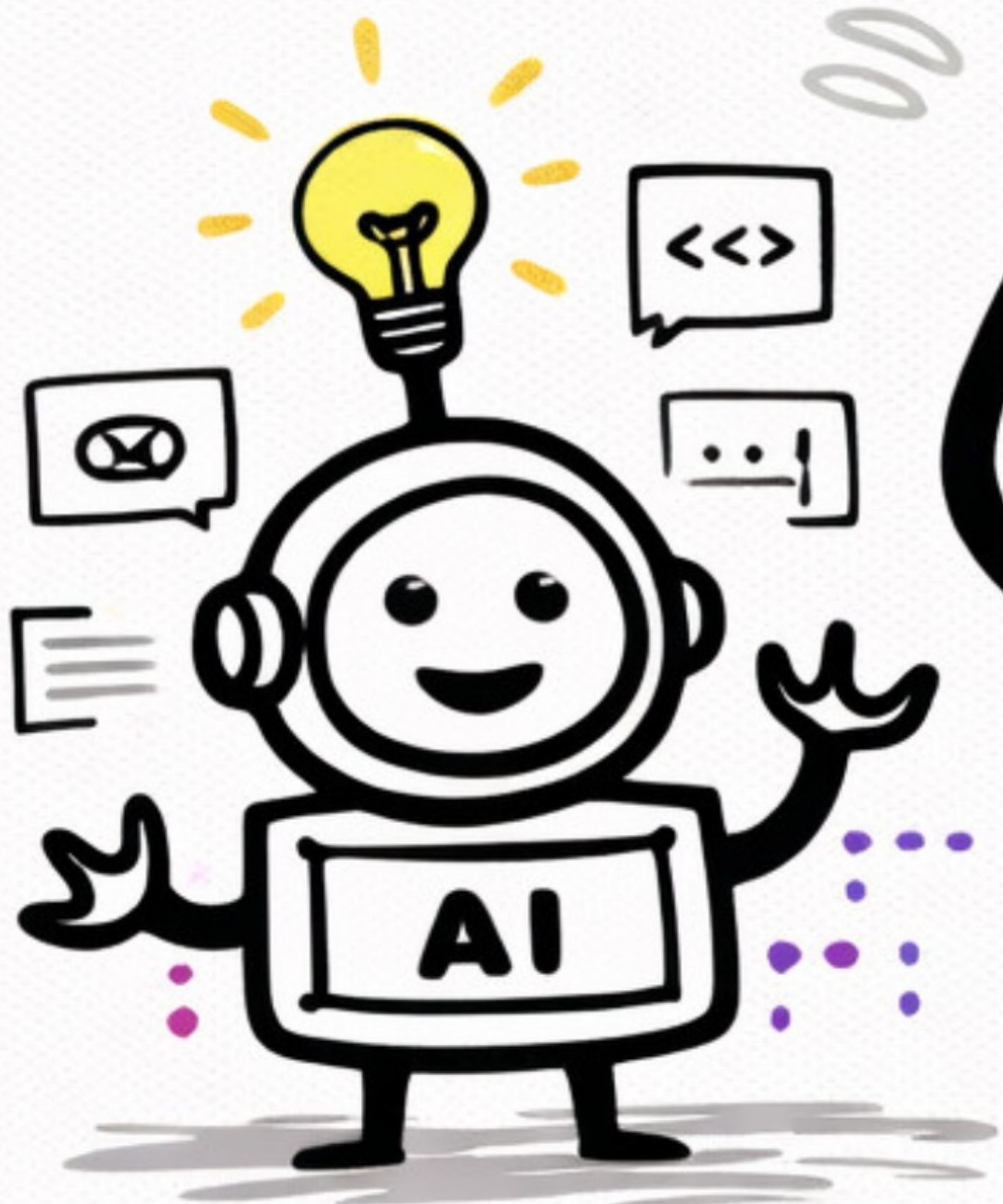
CAST:

Maria Ghlonti and E-commerce Global Company

# AGILE WHEN CONTRACT SAYS 'NO'

Deliver AI impact with tight budget and timeline

**AI PRODUCT**



Tight budget

Service providers fear the client and try to please them.

Please be happy!

Not good enough.

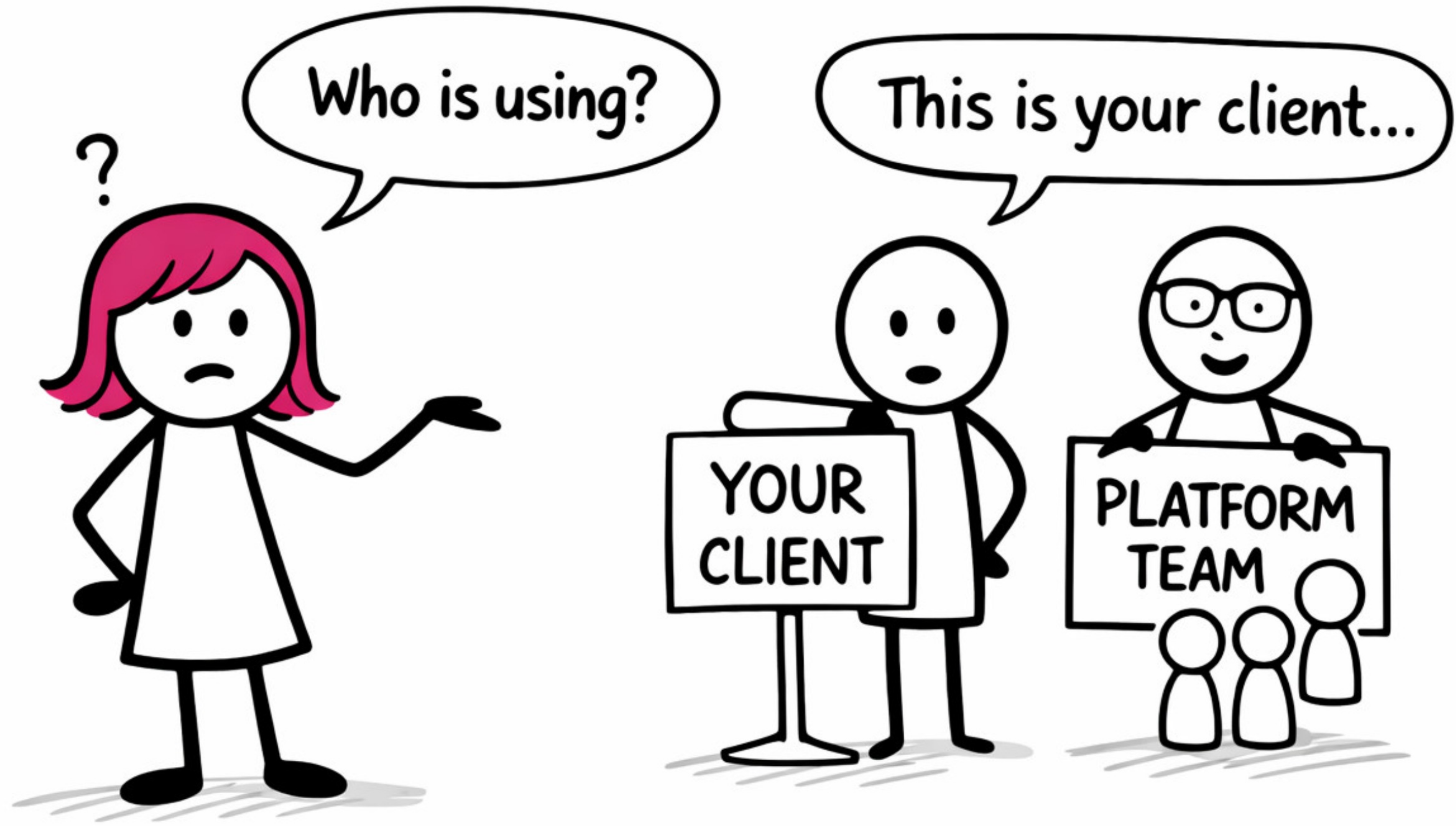
Do more!

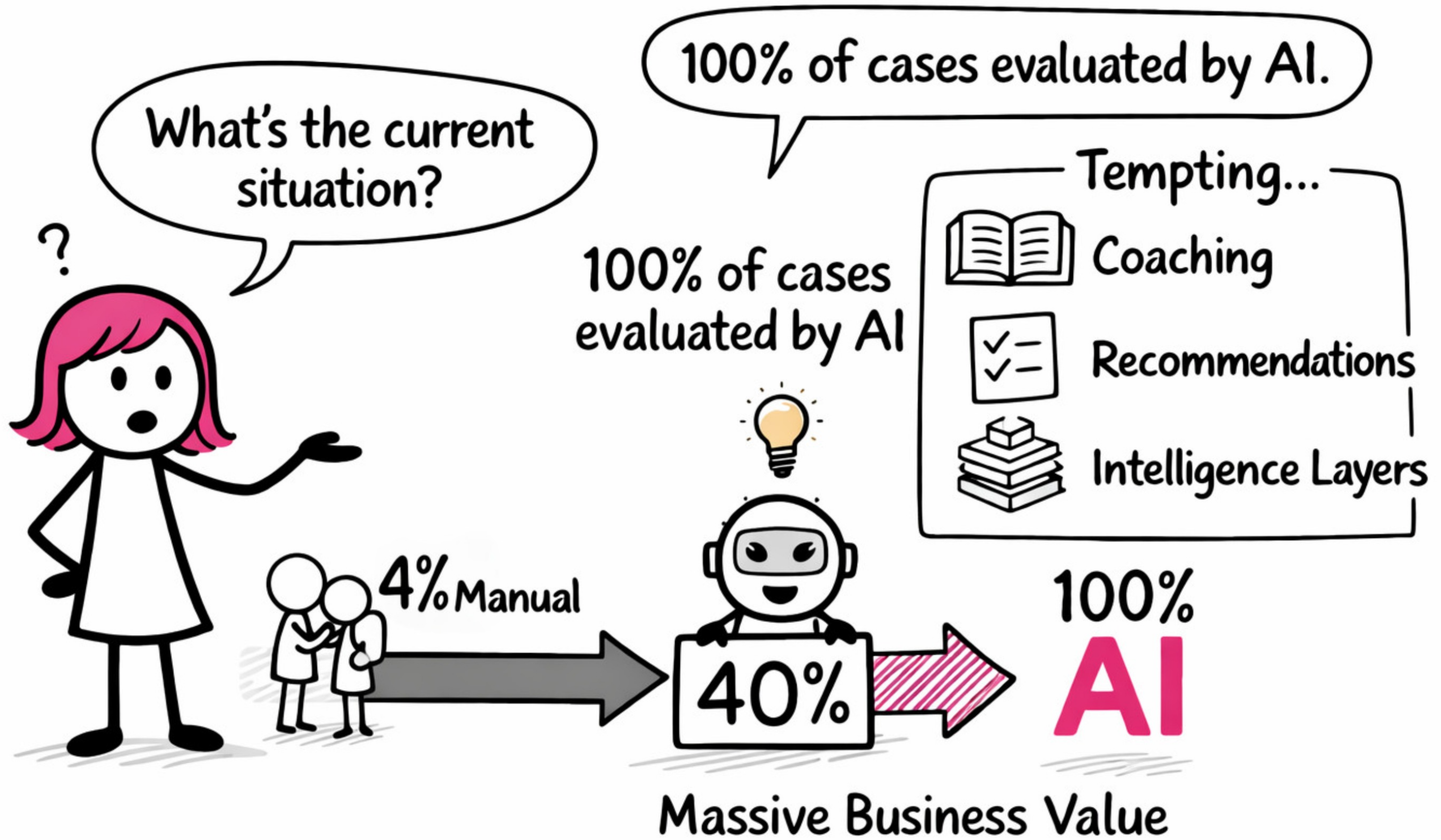


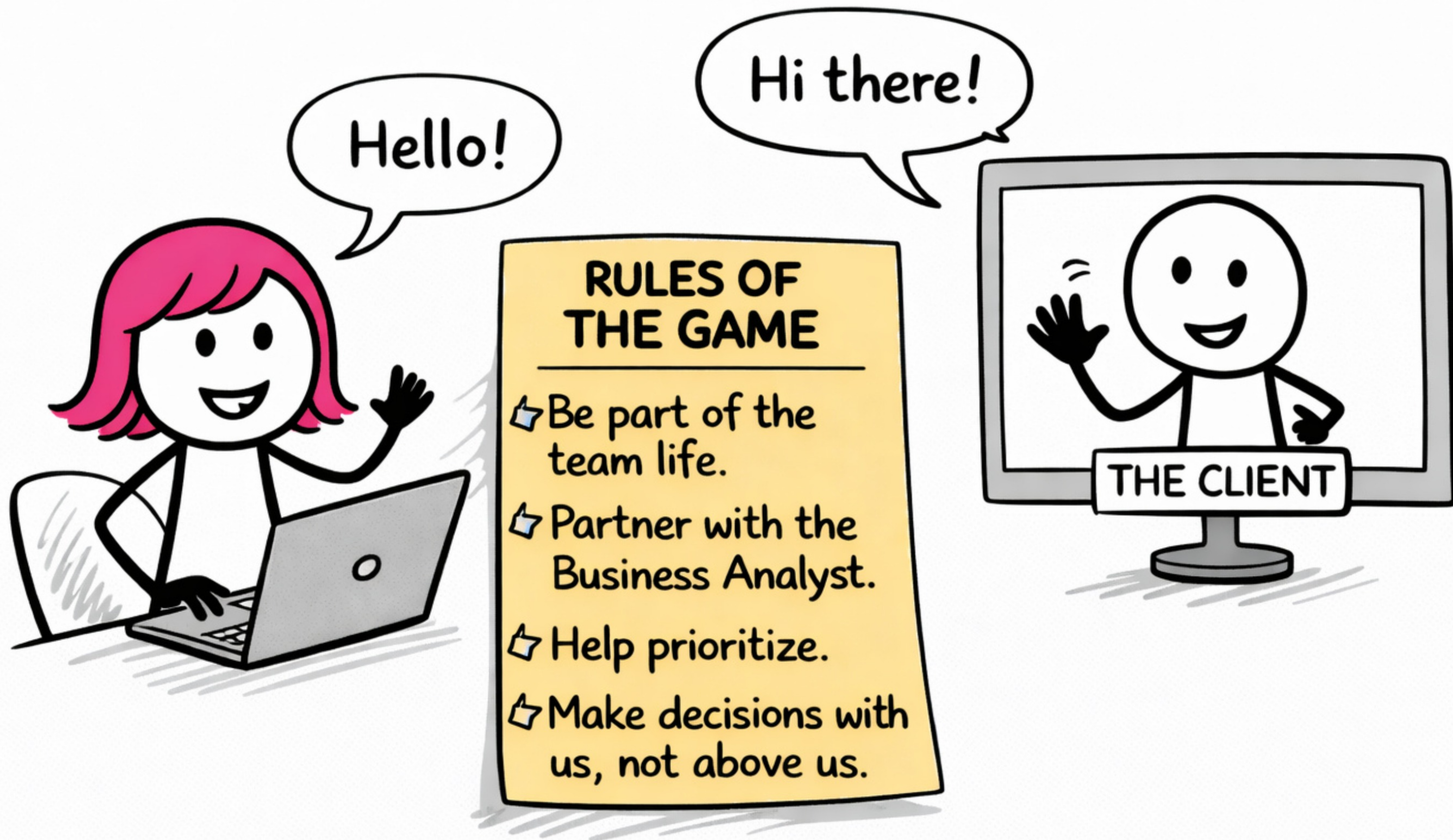
SERVICE PROVIDERS



THE CLIENT







Hello!

Hi there!

### RULES OF THE GAME

- ✦ Be part of the team life.
- ✦ Partner with the Business Analyst.
- ✦ Help prioritize.
- ✦ Make decisions with us, not above us.

THE CLIENT

Funded from remaining innovation budget...

We had:


 3 months

 No \$ next year...

 Client satisfaction at risk

If we didn't show results — that was it.



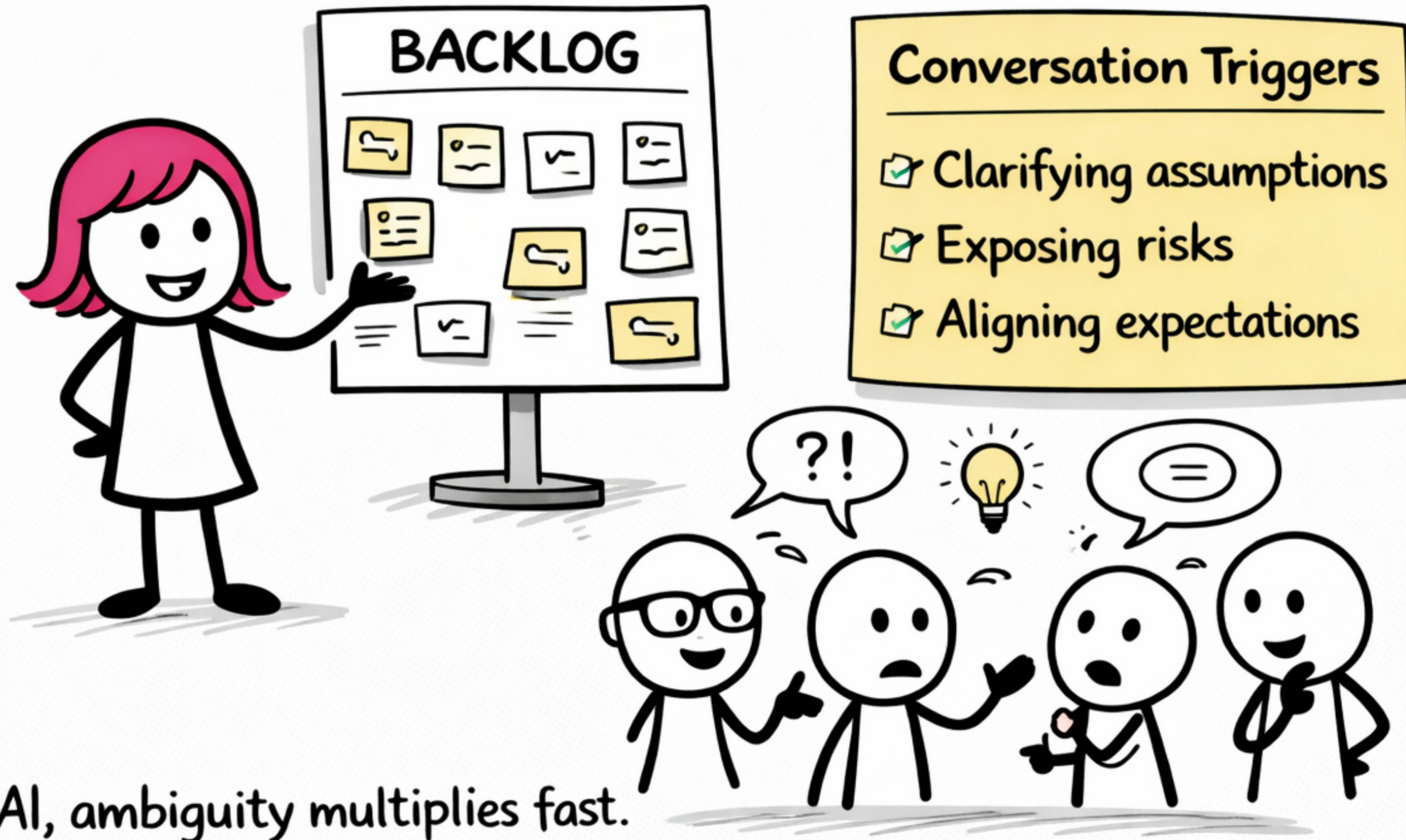
Invested in **THE RIGHT PEOPLE.**   
We have the best people.  
Let's trust them.



Trust became our fuel.



# Backlog as a Thinking Tool



In AI, ambiguity multiplies fast.

Structured backlog refinement grounded us.

