new relic



codurance | CASE STUDY

New Relic



Personalised Technical Coaching

- **Develop essential skills:** some team members needed to acquire specific abilities to contribute effectively to their work.
- **Increased team autonomy:** fostering confidence and independence was essential for their performance as part of a team.
- **Doing it promptly:** given the performance evaluations the team must undergo, it was crucial to improve specific skills to ensure that the evaluation was satisfactory.

About the company

New Relic is a software company focused on real-time performance monitoring and analysis for cloud applications and services. Founded in 2008, the company offers a variety of products and services that help developers and operations teams collect and analyse performance data to identify issues, and improve efficiency.

New Relic‘s main headquarters are in San Francisco, California, United States, and they also have different offices around Europe, Asia, and Latin America. Its office in Barcelona, Spain serves as the operational base for the European region.

In 2024, New Relic partnered with Codurance and jointly provided well-designed solutions to help businesses enhance the performance of their applications and services.



New Relic APM (Application Performance Management) offers in-depth insights of application performance, whereas New Relic Insights enables users to explore and analyse extensive datasets. New Relic Mobile specialises in monitoring and analysing mobile application performance, while New Relic Synthetics simulates traffic to assess the resilience and availability of applications.

The company employs technologies like programmable instrumentation, proxy monitoring, and agents to collect data. With a workforce of over 2,000 people and support from investors - including Insight Venture Partners and Greylock Partners, New Relic is a leading player in the performance monitoring and analysis sector.

The Challenge: Fostering and enhancing the skills of the software development teams

New Relic is dedicated to driving the growth and success of its operations in Spain. To achieve this, New Relic reached out to Codurance to develop the essential skills within its development teams, enabling them to contribute more effectively to the company's products. This initiative was especially crucial for enhancing the experience and skills of certain team members.

Additionally, it was fundamental to foster confidence and autonomy within the team so that team members could excel in their roles. This would enable them to work more effectively and make informed, independent decisions.



To achieve these objectives, it was necessary to meet a sufficiently high standard in the coming months to surpass the benchmarks and showcase growth and progress. If successful, this accomplishment would accelerate the delivery of carefully crafted solutions to help businesses improve the performance of their applications and services.

The Solution: Personalised Training and Mentoring

The offered solution consisted of a training and personalised mentoring programme focused on developing the team's technical, interpersonal, and business skills. To achieve this, a technical coach from Codurance, with extensive experience in team training, worked with the team to identify areas for improvement and create a tailored action plan. Codurance also provided training in specific technology areas that required specific professional development.

To achieve this, we held practical sessions to help the team gain technical knowledge and best practices. Feedback was given on real code examples to improve the team's technical skills and promote good coding habits. New learning topics were discussed in workshops and directly applied to the teams' work and products.

A Codurance organisational coach was consistently involved, providing support to the teams, building their confidence, enhancing communication, and promoting autonomy. This approach helped team members develop crucial leadership and decision-making skills, contributing to their professional and personal growth. By addressing both individual and team needs, we reduced delays and facilitated product development throughout the programme.



The Result

The technical coaching programme lasted 12 weeks and had a significant impact on the team's knowledge and skills in software development using TypeScript, React, best practices, and eXtreme Programming.

Regarding learning and coding comprehension, the trained team has shown a solid understanding of TypeScript and its use in software development. They have also become proficient in using React for building user interfaces and have adopted best practices in software development, such as version control, testing, and code review.

In terms of skill development, the team completed 7 coding challenges and exercises, demonstrating their ability to apply technical concepts and solve problems. They also successfully delivered 2 projects using TypeScript and React, showcasing their ability to apply their skills in real-world situations.

The programme positively affected performance, with the team boosting their ability to manage user satisfaction and usability. They also increased their code quality and tripled their coding speed through consistent practice, leading to improved performance and efficiency. This progress has increased the team‘s self-awareness and confidence, making them more proactive and decisive in their work.

By the end of the programme, the team gained a stronger grasp of software development best practices and showed greater confidence and independence in their tasks. These results suggest that the programme was successful, met its objectives, and delivered substantial value to the business.

SERVICES AND SOLUTIONS:

STRATEGIC ADVICE

TRAINING

TECHNOLOGY USED

- TypeScript
- React
- Git
- JavaScript

Testimonial

> Codurance has helped some of our team members quickly attain the technical expertise required by our business needs, thereby contributing to the ongoing enhancement of our product with their newly acquired skills and confidence. The technical coaching and organisational consultancy have proven highly effective in helping us further improve our product.

Nino Dafonte
Senior Manager, Software Engineering at New Relic

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Codurance is a global software consultancy that helps businesses build a better, sustainable technical capability that supports growth and innovation.

We build well-crafted, reliable, secure and easy to modify software that minimises waste, and reduces cost and delivery times.

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