

UK BASED BANK CASE STUDY

Client Profile

Large UK based bank that offers Wealth, Private, Investment and Asset Management services .

AGILE TRANSFORMATION - UK BANK

Engagement Objectives

- *Enable Delivery Teams, Business Stakeholders, Leadership to facilitate the early incremental realization of value through a sustainable, predictable and transparent approach .*
- *Continuously address impediments to agile adoption and usage .*
- *Nurture teams that constantly strive to achieve higher delivery efficiency by removing impediments, demonstrating measurable business value and increasing customer satisfaction .*

Key Challenges

- *Lack of predictability within the delivery team .*
- *Due to the hierarchical nature of organization, command and control behaviour prevailed to get work done .*
- *Teams focused on long delivery cycles within no clear focus on value .*
- *Low customer satisfaction and disengaged employees .*

Interventions Planned

- *Focused on scope prioritization, estimation and planning techniques to provide predictability .*
- *Increased collaboration within the business and technology teams .*
- *Built trust and empowered the teams to take decisions and delivering work .*
- *Championed loosely coupled, empowered, self organizing teams that focus on outcomes .*
- *Improved the understanding of business priorities and value to business .*
- *Enabled the teams to deliver incremental value with increased deployment frequency .*
- *Made progress visible to all with minimum reporting .*
- *Enabled business and technology to operate as a single .*
- *Improved visibility and accountability led to higher engagement levels .*
- *Early value delivery and improved quality led to higher productivity and satisfaction within teams .*

The Results

- *Maximizing the value from investments in technology .*
- *Increased predictability and transparency of the deliveries .*
- *Higher level of business and employee satisfaction .*
- *Reduction in waster and improvement within the quality of deliveries .*