LEADING INSURANCE PROVIDER REALIZES **1,732% ROI** WITH LEANKIT

"I'm able to generate more insightful reporting, both up and out, so I can keep leadership up to date."

STAYING IN SYNC AND DELIVERING FASTER

Prior to using LeanKit, the web analytics development team struggled with the disconnect between timeboxing and the nature of their IT Operations work: The inevitable stream of unplanned work requests, along with constant priority changes, made it infeasible to deliver on a predefined cadence.

Additionally, successful delivery relied on close collaboration with the web analytics enablement team — yet neither team had a clear understanding of the other's progress or status. Adopting LeanKit gave both teams the process clarity and reporting insight to help them stay in sync, deliver faster, and negotiate more effectively for extra resources.

» **$140,738.40** | Cost-savings generated by switching to LeanKit — a 1,732% return on the team's initial investment

» **18 WEEKS** | Time the team saves per year by adopting continuous flow and using LeanKit for their biweekly project and work planning sessions

» **20%** | Reduction in the time it takes to complete an incoming work request

A SUCCESS STORY PRESENTED BY

leankit

From the Customer

WHAT FIRST DREW YOU TO LEANKIT? After trying to build our board using a few other tools, we determined that LeanKit was the only tool that could completely reproduce our process. Plus, it only took us a couple of minutes to figure out how to design a board — a big difference from other tools.

HOW HAS USING LEANKIT HELPED YOUR TEAM?
A lot of it comes down to how easy it is, not only when you're learning to use the tool, but also when you're using it every day. The card colors and icons make it easy to look on the board and see what's happening with the work, right off the bat. It's easy for the team to know who's working on what, and communicate with the right people.

AS A MANAGER, HOW IS LEANKIT HELPING YOU DO YOUR JOB BETTER? For me, it comes down to two main themes: process clarity and reporting. Because we're able to see our own process on the board, I don't need to be constantly asking, "What's going on with this card? Why is it still here?" I get most of the answers I need by looking at the board, or clicking into cards. I'm also able to generate more insightful reporting, both up and out, so I can keep leadership up to date and also negotiate better for extra resources.

WHAT SPECIFIC IMPROVEMENTS HAVE YOU SEEN IN YOUR ABILITY TO COMPLETE NEW WORK REQUESTS? Depending on the type of work, it used to take anywhere from up to eight or nine days to complete a request. Over the last eight months, we've seen that time steadily improve. Now it takes more like six or seven days — about a 20% reduction so far.

WHAT'S UP NEXT FOR YOUR TEAM? Our first two goals are to reduce defects by 20%, and to reduce the time it takes us to complete an incoming request by an additional 20%. We'll use the reports from LeanKit to identify pain points and use the data to improve our process and the way we work.

Ready to see LeanKit in action? Watch a product overview or register for a live demo.

info.leankit.com/product-demo