

SUCCESS STORY

# Major Canadian Bank Transition from Waterfall to Scaled Agile: Exceptional Results

# BANK

## CLIENT BACKGROUND AND CHALLENGES

Our client is a multinational banking and financial services company. They provide wide range of services concentrating on retail, corporate and investment banking.

To keep up with the digital trends impacting the financial services industry and to meet customer needs quickly, our client recognized the need to evolve its IT capabilities.

With its legacy business processes and dated IT structure, time to market for new business requirement was more than 12 months. Client realized that its existing 'Waterfall' development practices hindered its ability to deliver products and services quickly, which negatively affected the customer experience.

Thus, they decided to embark on a transformation from traditional waterfall business model into a fully agile organization. The client also realized a need to build a stronger partnership between IT and Business, in order to succeed with agile transformation. Other challenges faced by the client were:

- They operated in a multi-vendor environment where large program required collaboration between various stakeholders
- IT Processes were too complexed
- Technical team to support new line of products and services was yet not formed

Client sought our experience to assist with agile transformation and to develop cross functional teams. They also wanted us to coach and train the teams to develop an agile mindset.

## TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Our team of experts worked with the client to develop an Agile Transformation strategy and build cross functional Agile product teams. Main steps which were used to facilitate the transformation were:

### Agile Enablement

- Agile rapid lab set-up for the Agile teams
- Team assessment and recommendations
- Pilot Project/Program identification for execution
- Agile team resourcing for the projects
- Agile Training and Workshops
- Defining Process and tools for Agile projects
- Scaled Agile Project Execution using LeSS framework

### Team Enablement by Agile Coaches

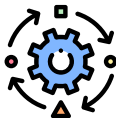
- Finalizing Agile team model (Collocated / Distributed)
- Defining governance model, Escalation metrics and other Agile process & documenting it
- Project monitoring & tracking artifacts to measure the progress
- Training the team on best practices

We successfully transformed 30+ projects into Agile and trained 400+ associates. This helped in increasing productivity, improving transparency and visibility across the organization. Teams reduced their release cycles from multiple months to one or two weeks.

## BENEFITS REALIZED



Improved Time to Market



Increased Productivity



Decreased Costs



Improved Organizational Health

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