

Hong Kong

Health Insurance

BUILDING AGILITY INCREMENTALLY TO TACKLE UNIQUE CHALLENGES

Optimising workflow, improving cost efficiency
and delivering continuous outcomes with agile



AT A GLANCE

Challenges

- Collaboration & communication with different departments and stakeholders
- An approaching dateline without clear understanding of the requirements
- Growing risks related to the projects, especially affected by the changing pandemic situation
- No T-shaped profiles which made bottlenecks harder to resolve
- Delays will have critical financial impact

Outcomes

- Improved communication
- Team is more knowledgeable
- Project costs managed better

OBJECTIVES

Our client, a global insurance company based in Hong Kong want to adopt agile in their sales & claims automation projects to continuously deliver improvements.

They are unfamiliar with agile and have two big projects in development. The main objective is to accelerate agile adoption.

The expectation from senior management is that with the successful adoption of agile, they will see an improvement in terms of cost efficiency, workflow performance and system quality while also being able to deliver continuous improvement to the projects.

CHALLENGE

Big organisations like our client face unique challenges when adopting agile. They're more focused on the how rather than the why. When a project is ordered, the expectation is that the delivery team will execute on the specifications.

Sometimes, this results in the specifications no longer linking back to the purpose and goals of the projects.

OUTCOMES

One

Set up dedicated teams to coach in agile delivery within 6-months

Two

Tailored agile solutions to tackle unique challenges as a result of traditional workflow

Three

Created a culture of constant communication that eliminated persistent bottlenecks

Four

Teams are more knowledgeable toward workflow and can manage costs and scope better

Five

Teams are able to deliver products that fulfil users' needs and manage stakeholders expectations

