

## Agile implementation for eFX

One of the world's largest banks wanted to rollout an eFx platform to 34 countries with aggressive timelines. The bank had challenges with delivering technology projects on time and cost and time over runs were frequent.

The bank engaged Brickendon consultants to set up and manage the end-to-end rollout across all the countries, train internal teams and implement systems and processes to ensure the change was imbedded across the organization to a more high performance culture.



Digital & Technology

Strategy & Advisory

### Client Challenges:

The client had many challenges to ensure the rollout will be implemented smoothly, with proper diligence and in line with business needs and regulatory requirements:

- ❁ Difficulties in keeping a global programme on track. Delays and budget over runs were “normal” and accepted.
- ❁ Low levels of agile maturity across the organisation.
- ❁ Lack of communication and strategic vision between development and management teams.
- ❁ Resistance to change within business, development, and testing teams.
- ❁ Long release cycles preventing the bank from reacting quickly to the market and industry.
- ❁ Lack of accountability, with no one individual or team taking responsibility for the whole process.
- ❁ Limited use of automation in the continuous integration and deployment (CI/CD) pipeline.



AI & Data

### Brickendon Solution:

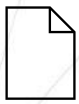
The client engaged Brickendon to help plan and execute the change with support of Business, IT and Project Management teams.

- ❁ Brought in a change management framework to focus on people change as well as IT change.
- ❁ Restructured the organisation into pods and focused on promoting autonomous, multi-skilled teams to take end-to-end control of the whole process from software development through execution and into production.
- ❁ Worked with the client's internal teams to improve the agile process across the software development cycle and employ agile and lean methodologies. Provided IT tooling and test automation specialists to showcase the benefits of increased automation.
- ❁ Organised roadshows and training sessions globally to up-skill teams and to showcase the benefits of the agile way of working.



Business Consulting

Digital & Technology



# CASE STUDY

## Client Benefits:

The benefits realized after the change implementation achieved all the defined outcomes within the timeframe and budget:

- After a cautious start, the project started to deliver at a faster rate and all teams to see the benefits of the implementation. (Business Team – faster time to market happier clients, IT and Testing teams - reduced software issues reducing stress and increased work satisfaction.)
- The culture of the organisation changed after 6 months to a more high performance accountable organisation.
- Increased number of software releases – 45% increase during the project and is ongoing.
- Decreased software incidents – 43% decrease during the project and is ongoing.
- Engaged Team built - one single, multi-skilled and accountable team.
- Increased employee satisfaction and engagement
- Faster, smaller and safer releases of software into the production environment.



## Multi-award Winning Team



## Why choose Brickendon?

- Our track record:** We have demonstrated a long, proven track record since 2010 of transforming our clients through our innovative bespoke solutions.
- Our innovative approach:** No one client is the same, therefore our intelligent, experienced and focused consultants use their industry experience to address each challenge in an innovative way.
- Our Specialist Teams:** Our in-country, nearshore and offshore capabilities mean we are well placed to cater for all our clients’ needs, making the best use of our consultants’ 10 years-plus industry experience.
- Our passion:** We love what we do and thrive on improving our clients’ profitability, efficiency and increasing their competitive edge. We are driven to see the tangible benefits at our clients.

To find out more about how Brickendon can transform your business, please do not hesitate to contact us.



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