



LEADINGAGILE



LEADINGAGILE CASE STUDY FOR CLIENT D

Client D is a global financial services organization, serving millions of clients, collectively managing 11% of worldwide assets in more than 100 diversified markets. Its clients have highly complex risk and regulatory profiles and require investment management, investment research & trading, investment services, and data & analytics services. Client D needed to improve quality and shorten time to ROI of its global data and analytics division, in order to remain ahead of global competition and better meet client commitments.

LeadingAgile helped Client D define its model for establishing stable teams, creating backlogs, creating faster feedback loops, and integrating more frequently. Through training and coaching, Client D has implemented agile governance and metrics at the portfolio, product, and delivery team levels, supporting large mission-critical programs.

As a result, Client D's annual 2015 release had significant quality improvements over their previous release. Collaboration increased between their product and delivery teams, and they increased their ability to make and meet client commitments. Known Level 1 and Level 2 problems prior to release dropped 100%. Client-reported defects within 90 days of product release were reduce by 97%.
