

From Bottlenecks to Flow.

#TRANSFORMATION

#PARTNERSHIP

#ACCELERATING AGILITY

#COLLABORATION

A coaching-led approach helped build a more adaptive, capable delivery culture and laid the groundwork for a seamless transition to the incoming IT leadership team by increasing outputs of the existing teams. The Agile consultation engagement is now viewed internally as a pivotal step in this insurer's digital transformation journey.

PROBLEM STATEMENT

A large New Zealand general insurer was in the midst of a strategic pivot to modernise its digital platforms and improve business agility. The leadership team recognised a need to accelerate delivery while aligning teams more closely to strategic objectives and improving cross-functional collaboration. At the time, there was no formal structure for scaled delivery, resulting in delivery bottlenecks, limited visibility, and low cohesion across initiatives.

Approach and outcomes.

METHODOLOGIES & FRAMEWORKS

To address this, we introduced and implemented the Scaled Agile Framework (SAFe), specifically designing and launching an Agile Release Train (ART) to coordinate delivery across multiple workstreams. Lean Portfolio Management principles and Kanban systems were also applied to enhance visibility and throughput. A coaching-led approach was used to ensure deep adoption of Agile principles at both team and leadership levels, with a focus on enabling sustainable, self-directed capability growth within the organisation.

DELIVERABLES

- Design and implementation of a functioning Agile Release Train.
- Facilitation of ART launch planning and cadence events (PI Planning, System Demos, Inspect & Adapt).
- Coaching of Business Owners and Product Leads on Lean-Agile ways of working.
- Definition of operating rhythms and governance structures aligned to SAFe.
- Knowledge transfer to internal change leaders and the incoming IT leadership team.

OUTCOMES

The engagement significantly improved the insurer's ability to execute on its digital strategy. Delivery cadence improved, work became more predictable, and business stakeholders reported better visibility and alignment. Feedback from senior executives, including the CEO at the time, was strongly positive, noting increased clarity and progress on strategic initiatives.

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