



# BUPA ensure great insurance

Effectiveness of implementation in Agile Transformation

## Background

BUPA are a dynamic, major player in their market providing health care, insurance, health assessments, care services and many other market leading products. They are a household name in the UK and internationally.

## Task

BUPA had a new CIO in 2010, arriving from an organisation where she had previously implemented Agile with significant productivity and quality benefits.

When the CIO joined, the lack of Agile adoption for delivery within the organisation meant that IT quality and delivery were seriously challenged. The CIO and her team embarked on an Agile transformation with another UK Agile specialist, however that implementation was not proceeding fast enough, and therefore Radtac was employed to speed up the Agile implementation.

Radtac was selected due to:

- ✦ Demonstrable success implementing Agile within relevant sectors
- ✦ Wide portfolio of services that suited the transformational needs
- ✦ Pragmatism that ensures Agile works within the real world
- ✦ Wide experience in implementing Agile within business environments across the value chain, and not just within IT departments.

## Actions

Radtac delivered a combination of consulting, training, culture transformation and people delivery services.

## Results

- ✦ BUPA has now run 20+ successful Agile projects within their Information Technology department.
- ✦ A customised Agile framework, based on Scrum and XP, which was integrated into other non-Agile frameworks.
- ✦ Customised training across 250+ people
- ✦ Customised Agile coaching to numerous teams across the organisation
- ✦ Support and skills transfer to internal Agile coaches and Scrum Masters including definition of the overall Agile implementation approach and plans.

