



Friends Provident deliver 'Bigger, Better IT'

By enabling Agile across their whole business

Situation

Friends Provident (FP) has been a leader in the financial service industry for over 170 years and was one of the first companies to provide life insurance and other related products to private individuals.










Between 2001 and 2003 Radtac supported Friends Provident's 'Bigger Better' change programme. The target was to increase IT capacity by 100% in 1 year and improve performance at the same time.

Radtac Services Delivered

Radtac delivered our full portfolio of services at Friends Provident. Friends Provident were one of Radtac's first large client interactions back in 2001. Their 'Bigger, Better IT' programme was an early example of Agile implementation at its best; across IT and the business.

Friends Provident won a number of awards for their Agile enabled 'Bigger, better IT' transformation programme. Specific focused culture change was key to ensuring this great programme delivered its targets.

The Radtac Consulting services team:

-  Coached the FP teams to ensure fast enablement of increased productivity and skills transfer
-  Enabled Agile Offshore development
-  Provided Consultancy support to the 'Bigger, better IT' Programme Manager
-  Restructured the organisation (IT and Business) to enable Agile delivery
-  Defined clear delivery and management standards for FP ('RouteMap' for IT and Business) delivered via a website built by Radtac.
-  Built internal Project Management Agile accreditation scheme and supporting training
-  Created a Culture change programme for senior job roles
-  Provided customised training in Agile (DSDM / XP), facilitation and Agile Project Management (for Business and IT)
-  Offered support to the commercial team for project and service pricing.

Outcomes

Friends Provident increased IT capacity by 100% within one year and improved performance at the same time.