



Hiscox: empowering rapid software delivery in a highly regulated, hyper-dynamic market

Situation	<p>Insurance provider Hiscox specialises in niche market areas, offering property and casualty insurance to companies and high net worth individuals. An underwriter at Lloyd's of London, Hiscox offers products and services to cover against risks like hacking, kidnapping and satellite damage. The company's expertise and specialism extends as far as insuring interplanetary probes, bloodstock and political risk.</p> <p>Facing over-regulation, the speed of technological change, increasing customer demands and competition from new market entrants, Hiscox was in the process of ramping up their software and building a business process that would enable the company to take their underwriting capability to the next level.</p>
Task	<p>Hiscox chose the Radtac team to catalyse the software and business change programme. The objective was to shift from attempting to deliver big bang results using Waterfall methodologies, to delivering value to the business in one-month release cycles. By adopting, embedding and evolving Agile ways of working, the aim was to deliver value incrementally and continuously.</p>
Actions	<p>The Radtac and Hiscox teams worked together to develop an Agile transformation program, which combined consulting, coaching, practitioners and training. Hiscox's delivery teams participated in specially customised Scrum and XP training, their underwriters worked with Radtac's Scaled Agile consultants, senior management undertook Agile training, and delivery teams were supported by consulting initiatives.</p>
Results	<p>Together, the Radtac and Hiscox teams achieved powerful results, including:</p> <ul style="list-style-type: none"> A fundamental change in IT delivery philosophy which enabled valuable software to be delivered in monthly cycles Significant recognition from the business for the new way of thinking and working, and for greatly improved delivery capability. <p> <i>Radtac truly empowered us and changed the way we view software delivery. This has been one of our most successful business transformation programs and Radtac was a huge help in enabling this to happen.</i></p> <p style="text-align: right;"><i>Head of London Market Business Change Hiscox</i></p>