



UnitedHealth Group Deliver FESC services for NHS

By enabling delivery with Agile frameworks

Background




UnitedHealth UK is part of UnitedHealth group - one of the most successful global health and well-being companies. Since 2002 they have been working in close partnership with all levels of the NHS, including Primary Care Trusts, Strategic Health Authorities, GP Commissioning Groups and the Department of Health. United Health were involved in the FESC (Framework for procuring External Support for Commissioners) contracts for the NHS. Radtac were working with 4 PCTs to deliver an Agile commissioning approach, so there were a lot of synergies with Radtac. United Health also wanted to increase software delivery capability with Agile.

Radtac services Delivered





In late 2009 United Health employed Radtac to enable their software delivery to be fast, cheaper and more effective using Agile techniques (Scrum and XP) in relation to the FESC contracts.

United Health teams were based in London and Leeds, Radtac provided coaches to enable both teams. United Health employed Mastek (off-shore) to deliver some of their software.

Radtac provided:

-  Focused customised 'bootcamp' training for teams based on Scrum, and XP's technical practices (on and offshore)
-  Radtac Provided the overall Agile Programme Manager who brought together the technical elements of the FESC programme
-  Technical Coaches for UH's Leeds and London teams.

Outcomes

-  Increased Customer satisfaction with projects and significantly enabled United Health's FESC delivery capability.
-  Cost: reduction via ability to manage scope more effectively
-  Time: Reduced cycle time – increased speed to market
-  Sustainability: Created of an internal Agile Community and internal Agile Coaches.