

ZenSár



CASE STUDY

Zensar's successful adoption of the Spotify Agile model to enable productive teams that deliver effective and sustainable organizational value.

Company:

Client is one of the largest commercial banks of South Africa.

Headquarters:

Johannesburg, South Africa

Challenge

- Mitigate the competitor risk from Fintech start-ups
- Effectively sustain and grow market share

A more driven, agile, lean, innovative and entrepreneurial organisational mindset was the need of the hour. Hence, the bank introduced the concept of a new way of working based on the Spotify Agile model, a combination of a guiding structure, desired culture that has a mindset of BEING agile rather than DOING agile.

Solution

- Partnered with the bank to lead the journey through effective usage of methodologies/ frameworks - *Agile, People Change management, Asset based delivery management, Lean, Benefit realisation, DevOps etc*
- Enabled transformation through the introduction of Spotify agile model structure
- Introduced an Agile for Agile implementation (and Change management progress) approach based on Lean principles
- MVP (Minimal viable product) processes (with emphasis on related desired behaviours) were implemented with each agile iteration to ensure that work in progress deliveries are not impacted and validated learning is achieved to ensure the right way of adopting the processes considering the operating model of the given area.
- Holistic people, process and technology view driven by a 'Measure and Manage' approach to ensure progress towards a purposeful end state for the given area
- People inclusive approach to ensure effective 'Connect' and 'Enablement' for desired outcomes and a DevOps mindset to support asset based effective delivery outcomes

Top Benefits Achieved

An average reduction of 8.4 person months in terms of IT overhead

Mitigated at least 24 instances of system risk exposure per year

Substantial decrease in IT delivery cost, IT asset maintenance cost and IT operating cost