



LEADINGAGILE



LEADINGAGILE CASE STUDY FOR CLIENT E

Client E is a \$191 billion American bank holding company with 1,400 retail branches and 2,160 automatic teller machines along the East Coast and Southeastern United States. Client E provides customers with a full range of technology-based banking channels from automated telephone banking to smart phone and Internet-based computer solutions. A large number of legacy dependencies slowed speed to market of capabilities related to customer acquisitions. Additionally, Client E had no clear portfolio or product management capability.

LeadingAgile helped redefine Client E team structures to maximize adaptability, allowing them to integrate new products without interfering with day to day banking operations. Additionally, LeadingAgile implemented a 3-tiered delivery system, providing improvements in their ability to manage their portfolio, products, and delivery teams.

Client E's transformation outcomes allowed the organization to become more predictable by improving their planning capabilities, identifying and managing dependencies earlier as well as creating risk-adjusted release plans. Teams improved their ability to meet commitments by having clarity in the backlog, better dependency and risk management, and a team-based focus on value delivery.
