BUPA ensure great insurance
Effectiveness of Implementation in Agile Transformation

Background
BUPA are a dynamic major player in their market providing health care, insurance, health assessments, care services and many other market leading products. They are a household name in the UK and internationally.

RADTAC Services Delivered
BUPA had a new CIO in 2010, arriving from an organisation where she had previously implemented Agile and had experienced significant productivity and quality benefits.

When the CIO joined the lack of Agile adoption for delivery within the organisation meant that IT quality and delivery were seriously challenged. The CIO and her team embarked on an agile transformation with another UK agile specialist, however that implementation was not proceeding effectively enough or fast enough and therefore Radtac was employed to speed higher quality Agile implementation.

RADTAC was selected due to:-
• Demonstrable success implementing agile within a number of sectors (eg. health care services and insurance) that this client specialises within
• RADTAC’s wide portfolio of services that suited the transformational needs of the client
• RADTAC’s pragmatism that ensures agile works within the real world rather than a theoretical, non-implementable, world.
• RADTAC’s wide experience in implementing agile with business environments across the value chain and not just within Information Technology departments.

Outcomes
1. BUPA has now run 20+ successful agile projects within their Information Technology department.
2. A customised agile framework, based on Scrum and XP, which was integrated into other non-Agile frameworks.
3. Customised training across 250+ people
4. Customised agile coaching to numerous teams across the organisation
5. Support and skills transfer to internal agile coaches and ScrumMasters including definition of the overall agile implementation approach and plans

“BUPA really made some great steps forward during the Agile transformation. A great household name who we were proud to work with ”.

Michael Short, COO RADTAC