

# GIBBSHYBRID



### THE CLIENT:

## A WELL-KNOWN GLOBAL FINANCIAL INSTITUTION

### The Challenge:

Our client was breaking into new digital territory and as a result faced numerous challenges in order to succeed in getting their product to market in a speedy and effective way. The client realised that in order to make significant in-roads they would need to on-board a variety of skilled PM's and PMO's at different times and only with these resources could they develop their digital offering swiftly.

Due to the agile nature of the project, the client needed a solution that allowed them to have the flexibility to ramp up and ramp down resources extremely quickly. Hiring permanent PM's and PMO's was not an option, as the business demands required an agile-certified PM to work for a couple of days just to push the project into the next phase. Our client found it hard to locate such candidates who were willing to work on an on-demand basis and also found it challenging to meet governance requirements with regards to compliance and on-boarding, a time consuming process – time that the business didn't have.

### Why Gibbs?

Gibbs Hybrid was invited to work alongside the client for a number of reasons. We already had an existing, long-standing relationship with them and secondly, our reputation within the sector made us the ideal partner. Due to our proven track record and previous delivery successes, we were able to immediately identify the challenges and come up with solutions in a cost effective way that guaranteed our client quality at speed. Gibbs innovated a flexible resourcing model that the customer could "switch on" and "switch off" as and when they required depending on business demands.

Gibbs customised a Project Management as a Service model, which offered a flexible and innovative approach to suit the

client's needs. The solution ensured that our PMaaS teams were trained and delivered value from day one. The solution provided a full induction ahead of deployment, covering everything from customer core values, through culture and rules of engagement to car parking, expenses, timesheets and dress code. Enablement covered the clients existing methodology, processes and solid understanding of the programme so that our teams could hit the ground running.

Our client experienced this first hand, when we sent an agile PM into their organisation for a very brief period to help with a sprint phase – our PM was able to integrate into the existing team seamlessly. Furthermore, we briefed them thoroughly on the current customer team, the client's PM methodology, the project and roles and deliverables. This unique offering from Gibbs made it possible for our client to access resources and tools at an agile and manageable cost via a managed service governed by milestones and service level agreements.

### What we did:

Our original tenure for this project was 9 months, but this was soon extended to 18 months as our client identified other areas where Gibbs could add value and support. In order to support our PMaaS offering, and equipped our client with governance, tools and resources to expand their delivery and outputs, we deployed two PMO's. Over our 18 month tenure, we helped the client save £113,700 (20%). Over the course of our tenure, we deployed a total of six Project Managers.

Over the duration of 18 months, we saved our client £454,800 (21%) on PM costs. Our philosophy around innovation, customer centricity, quality at speed and expert execution meant our client was able to leave the hard work to us – safe in the knowledge that our PMaaS provision would help them achieve their goal.

## CASE STUDY

Our on-demand project managers were specialists in key areas our client needed and were already on-boarded and knew the business and its needs intimately, meaning that they could go in for a very short-term stint and hit the ground running, making the transition seamless. We continued to ramp up and ramp down our agile deployments over the 18 month tenure, ensuring our client was first to market with their products. Our innovation and ability to produce quality work at speed allowed our client to make huge in-roads into infrastructure changes as well as saving significant sums of money in the process. We swiftly gained an in-depth understanding of what our client needed, which was to push their existing digital platform to the next level, breaking new ground in their sector. Through our PMaaS offering, we helped our client to implement a personal banking platform that is wholly accessible, quick and easy to use and very secure.

### Who is Gibbs?

There is a better way - professional services redefined.

Gibbs Hybrid is an International people-powered business, providing Programme Technology Solutions, Total Talent Management Services and Outsourcing as a Service.

We offer our innovative blended models to help improve our clients' People, Technology, Process and Delivery Challenges.

Headquartered in Surrey, with offices across the UK, Ireland, Europe and the UAE, Gibbs Hybrid is a tier one partner, privately held and a globally certified Woman-owned Business Enterprise (WBE) & Ethnic Minority Owned Business (EMB). Our passion is to be the most respected and trusted partner and our philosophy is centred round Innovation, Customer Centricity, Expert Execution. Passionate about people and passionate about making a difference.

## STATISTICS

Over 18 months, Gibbs' PMaaS team of 6 PM's saved the client a total of

**£454,800 or 21%**

compared with the incumbent

Over 18 months, Gibbs' PMaaS team of 2 PMO's saved the client a total of

**£113,700 or 20%**

compared with the incumbent

**THAT IS AN OVERALL SAVING OF  
£568,500 (41%)**

### THE CLIENT GAINED:

SPEED TO MARKET

QUALITY AT SPEED

FULLY ON-BOARDED PM'S AND PMO'S

GREAT SERVICE MANAGEMENT



There *is* a better way –  
professional services redefined.