



SUPER FAST DIGITAL API SQUAD TEAMS



- **Sector:** Financial Services
- **Project:** Digital Transformation of Legacy Systems
- **Geography:** UK
- **Timescale:** 12 months
- **Challenge:** Quickly form 8 squad teams and deliver agile change to legacy systems.
- **Project budget:** £9 million
- **Project headcount requirement:** 8 project managers, 40 developers, 16 testers.

Our client was undertaking root and branch digital transformation in response to recent PSD2 “open banking” legislation and needed to ramp up teams quickly to cope with the demand and build confidence in the programme of work. Whilst Digital Transformation isn’t really a new thing, our client had never taken on a programme of this nature before – agile transformation whilst integrating with legacy technology, and maintaining business as usual.

The successful project would go on to offer internal and external customers cutting-edge functionality and would make our client an early leader in the open banking race. Gibbs Hybrid was privileged to support one part of the digital journey, which we have outlined below.

What did we do?

Our client needed Gibbs to provide 8 ready-made development teams, 64 fully vetted and qualified people, within 4 weeks who could work within their “Hybrid Agile” framework and hit the ground running to be “effective from day 1”.

The teams would comprise of “SCRUM Master” certified PMs (servant leaders who could manage the finances, RAIDS and MI as well as support the client stakeholders and product owners), UI Developers to build the front end, Integration Developers and API who could work

with the client’s API tools and help to resolve the challenge of integrating with legacy systems.

We were also asked to support our client with the shaping of the project, with our account and Programme Services team supporting our client’s stakeholders and leadership team in the defining of the 10-week sprints, 5 in total, over a 12-month period. Providing regular MI and status updates to show progression against the plan and offer advice, guidance and support to help factor lessons learned into the sprints and improve the customer journey.

How did we do it?

Our client didn’t just want a straight resourcing option, and so, in this case, the service was provided under a fixed deliverable, Statement of Work, arrangement.

The first challenge was to qualify and onboard 64 people who could support the programme as required. We took the accountability for the quality of the service and removed the headache of identifying, interviewing and selecting candidates from our client. This was done through our own skills database, technical competency, open day events and individual interviews.

Once selected, our teams were put on-site within the agreed 4-week timeframe, and in some cases sooner.

Using our automated planning and reporting tools we were able to support the client’s strategy. We provided customised reports and MI as well as regular retrospectives to improve each sprint and ultimately drive success into the project.

For information about our SCRUM Solution, visit:
<http://bit.ly/GHscrum>

CASE STUDY

What was the outcome?

We delivered on time and to budget. But for us, the real measure of success was our client's satisfaction, which was always higher than our SLA measure. Additionally, we supported our client throughout, helping to:

- Scale the team and support cross working and integration with other suppliers.
- Understand and work out coding issues arising from integration with legacy hardware that helped to form the internal standards and could be rolled out across the client's wider programme.
- Support client's communication and wider engagement plans to help foster new ways of working and adoption of the digital initiative.
- Work out the "bi-modal" trap that comes from integrating legacy tech with fast-moving technology – it can be done!



STATISTICS

8 ready-made development teams
64 fully vetted & qualified people
Active within 4 weeks

£9 million
12 month project

Delivering Agile change
to legacy projects



Gibbs Hybrid offers a single source integrated solution with programme consultancy, talent, technology and outsourcing initiatives that drive customer success.

We have three lines of business – total talent management, programme technology solutions and outsourcing. While they can stand alone as best-of-breed offerings, they create real synergy when integrated with each other, creating hybrid, 360-degree solutions. Offering this flexibility allows clients to engage with a single preferred partner for multiple services - using differing and flexible models to do so, based on their requirements.

Based in London, we have offices in Manchester, Ireland, Poland, Luxembourg and USA.
We are proud of our status as an Ethnic Minority- and Woman Owned- Business.

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