

Radica//y

Bringing a project back on track

Streamlining digital delivery for TiMG



// Context

TiMG is a leading Information Management Services company. On average, they store 1,300 pieces of paper for every single New Zealander within their warehouses. With the shift to providing more digital services, the need to rapidly respond to their customer needs called for an Agile approach. Having implemented Agile ways of working 12 months prior, the team at TiMG realised they needed expertise to accelerate. There was also ambiguity around what was highest value as well as difficulty in decision making.

// What we did

Radically worked with the TiMG team to restate the purpose behind Agile, helped to adapt their existing ways of working to increase productivity and also assisted in providing clarity around specific roles.

A key piece of work with the Ministry of Justice required Radically facilitated workshops to realign deliverables, timelines and expectations. The results were a single vision for the project, a more collaborative way to work together and ultimately the project was brought back into alignment with agreed-to timelines. The measurable impact to the business was a significant time saving for security checks - reducing this from two weeks to real time.

KEY OUTCOMES



Team Morale – significant improvement through agile reset and training



Significant time savings – a critical MoJ project saw a time saving for security background checks down from two weeks to real time

“We believed we were agile when we started this project, and things quickly fell apart when we were faced with a client or partner that was waterfall based. Basically, we really needed someone to come in, and have a look at the way we were doing it, and also help us convey to the client what we were trying to achieve.”

- Daniel Ward, Digital Services Manager

// Find out more



Matt Laing // Principal Consultant
m: + 64 22 3079970
e: matt@radically.co.nz