

Case study: Delivery framework strategy & implementation

Brickendon created a customised delivery framework to enable the upgrade of a global payments platform for a large US bank, which processes daily payments worth US\$1 trillion notional. Brickendon's full-suite solution from advisory to implementation included appropriate checkpoints, encouraged full buy-in from leadership and enabled the transformation of the business.



Client Challenges:

- The outdated delivery framework and architecture required a complete overhaul to shift from a quarterly release process to a more rapid deployment structure
- The complex ecosystem of 25 applications and 1,000 technologists spread across 19 different regions prevented improvements in the delivery of updated technology due to overly complicated code
- An outdated culture prevented changes to, and improvements in, delivery standards
- The traditional infrastructure did not meet the business requirements of increased technology delivery for the client



Brickendon Solution:

- Conduct a deep-dive analysis of the existing framework and provide recommendations and changes within the following phases: demand management, initiation, execution and review
- Carry out interviews with global front-to-back bank stakeholders
- Perform a deep-dive review of application-specific roadmaps, books of work and team-member specific task management
- Form strategic focus areas to help create a vision for the senior management team
- Provide appropriate structure and transparency into the project review delivery framework phase
- Create a control phase within the delivery framework allowing for measurable KPIs to help determine effectiveness of deliveries
- Define roles and responsibilities across product owners and technology teams to ensure commitment across the delivery framework ensuring clearer requirements and scope



Client Benefits:

- A secure delivery framework strategy, including recommendations to improve the existing framework and help drive client benefits and technology innovation
- An improved review phase with appropriate checkpoints and a control framework allowing performance to be measured more effectively
- Implementation of strategic pillars with consistent taxonomy to transform the management team and help leadership execute the plan
- New roles and responsibilities across the product owners and technology teams, ensuring full commitment across the delivery framework





BRICKENDON
transformational consulting

Brickendon's innovative bespoke solutions help save our clients time, money and resources.

Brickendon is an award-winning transformational consultancy specialising in innovative solutions for the financial services industry. Our aim is to save our clients time and money by addressing their challenges in weeks and not months. The firm is divided into five practices focused on: Strategy; Risk & Regulation; Data; Quality & Testing; and Digital.

Why choose Brickendon?

Our track record: We have demonstrated a long, proven track record for transforming our clients through our innovative bespoke solutions. In 2017 we were nominated as finalists in two categories of the inaugural DevOps awards and are a two-time winner of the European Software Testing Awards.

Our innovative approach: No one client is the same, therefore our intelligent, experienced and focused consultants use their domain experience to address each challenge in an innovative way, using skills from their past and knowledge from Brickendon's continual learning hub.

Our resources: Our onshore, offshore and nearshore capabilities mean we are well placed to cater for all our clients' needs, making the best possible use of the 10 years-plus domain experience of all our consultants.

Our passion: We love what we do and thrive on improving our clients' profitability, efficiency and increasing their competitive edge. We are driven to develop the most innovative solutions and take pride in seeing the tangible benefits of a project come to fruition.

Brickendon's strategy practice: Innovation adapted and delivered

Business is all about strategy. Whether it's operating model design, business case development, business process optimisation, legal entity transformation, or programme delivery and change management, it all matters if your business is to thrive. Our consultants possess a pedigree of in-depth knowledge and experience across all areas and are focused on helping you achieve more than just your goals.



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