

# Insurance Company Improves Their Performance And Application Output

## PROBLEM

The insurance company has several hybrid teams maintaining and developing software applications like the corporate website, a reservation system and a data warehouse. After moving to an agile way of working, senior management felt it had lost its handle on team performance and value delivery of its teams. Management wanted to obtain insight and for the teams to improve their value production rate and the quality of the software they develop and maintain.

## SOLUTIONS

IDC Metri was commissioned to regularly measure these teams and applications and offer actionable insights into possible improvements. Agile Value Management supplied an actionable improvement plan to the teams, while management steered based on objective trends in team performance.

## PLAN IN ACTION

IDC Metri provided the necessary dashboards and targeted improvement plans to solve their critical violations. In addition, IDC Metri analyzed team performance and benchmarked the agile teams against industry averages. IDC Metri reported trends in team performance and application quality periodically to the teams and to management.

## RESULTS

The trends in the measurements allow the teams to improve their performance and the quality of their applications. The CIO demonstrates to his stakeholders that IT is in control of its value creation function and that they are improving.

## ABOUT IDC METRI

Founded on the premise of measuring IT performance in a fact-based way to support innovation and to drive business value creation, IDC Metri helps organizations get the full value of their IT functions by maximizing IT budget planning, lowering technical debt and speeding time to market.

## CONTACT

**Daniel Saroff**  
VP, Consulting Services  
dsaroff@idc.com  
idc.com/idcmetri