

# BANKING IT OPERATIONS



TRIDENT  
CONSULTING  
*make it happen™*

## FINANCIAL SERVICES CASE STUDY



One of Canada's biggest banks and a leading financial services provider in the Americas and parts of Asia engaged Trindent to improve the efficiency of their insurance division's IT operations.

**58%**

**REDUCTION IN  
BACKLOG**

**\$1,800,000**

**ANNUALIZED  
SAVINGS**

**50%**

**REDUCTION IN  
MINOR CHANGES CYCLE  
TIME**

### HOW WE MADE IT HAPPEN

#### **Developed and implemented a formal gating and prioritization process:**

- Redesigned request forms to identify business needs and opportunities to accelerate prioritization
- Developed and trained a new business owner role to lead organization in prioritizing and approving changes to insurance IT system
- Installed fast-track processes for minor changes to reduce cycle time
- Completed full review of all outstanding changes and implemented weekly prioritization and progress review meetings

#### **Improved release planning and project turnaround times:**

- Identified alternate ways to leverage system functionality, reducing costs and time to market for new features and products
- Implemented initial scope review sessions to reduce inefficiencies and eliminate requirement reviews and sign-off delays
- Created "tee-shirt" sizing estimation process to reduce IT sunk costs and accelerate project approval
- Implemented a 12-month "look-ahead" roadmap for all IT system changes
- Initiated business involvement and sign-off on testing results to improve change management and release planning for end-users

*"Trindent worked closely with our staff to ensure that these changes remain sustained and keep meeting objectives in the future. We look forward to working with the Trindent team members again to develop other sustainable solutions to improve our bottom-line, while strengthening our continuous improvement mindset."*

*–Vice President, Insurance*

WE'RE HERE TO **MAKE IT HAPPEN™**.  
CONTACT US TODAY AT [info@trindent.com](mailto:info@trindent.com).