



# AGILITY DELIVERED

## Agile Transformation

G-Cloud 15 Service Definition Document

# 1 | ABOUT JCURV

# JCURV OVERVIEW

Our mission is to increase the agility of organisations so they can thrive in an increasingly uncertain world



Our clients are a diverse range of industry leaders



## INDUSTRY RECOGNITION



**BEST TECHNOLOGY CONSULTANT 2024**

**BEST PEOPLE AND LEADERSHIP CHANGE 2024**



**News UK**



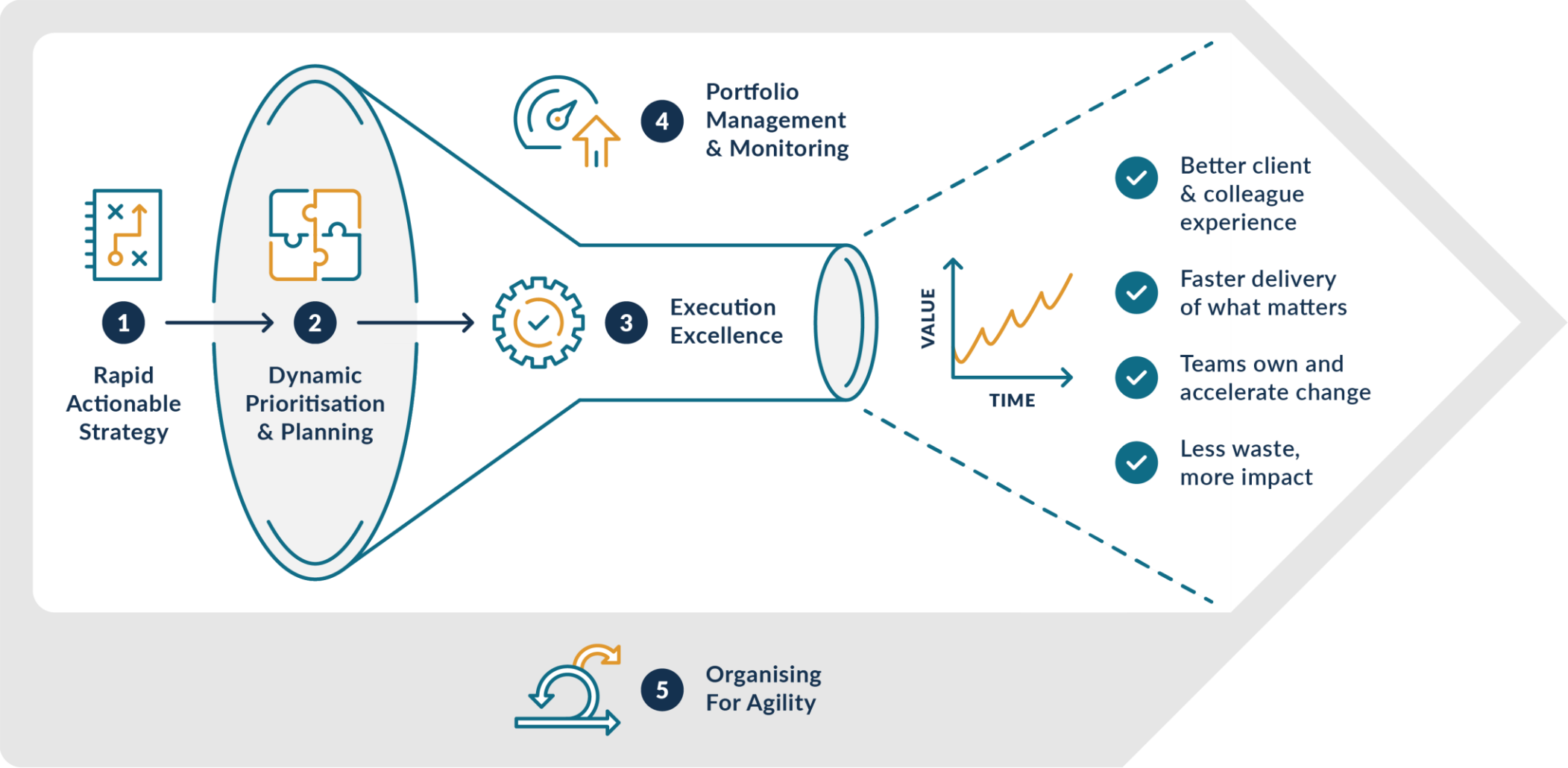
**BEST NEW CONSULTANCY**



**Sainsbury's**



# WE HELP EXECUTE YOUR STRATEGY, END-TO-END

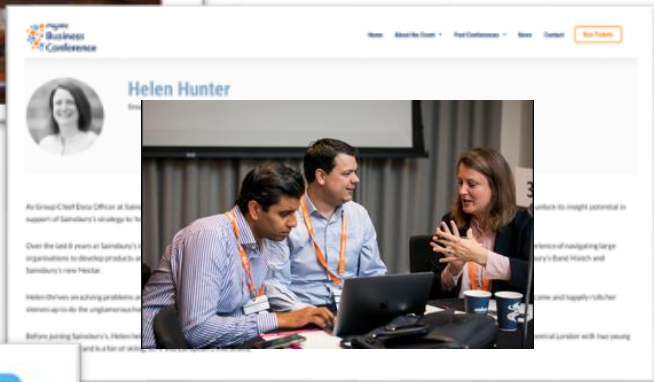


# MEDIA RECOGNITION



JCURV's client presented at the Agile Business conference about Sainsbury's Agile journey

Article on the Agile transformation undertaken in DACE in Marketing Week



Agile in Data conference presentation at the '2018 Women in Data' conference by JCURV's client



JCURV's Payal Jain recognised as an inspirational role model by WeAreTechWomen.

Article on some insights from our 3rd State of Agile Culture Survey, with perspectives from our Founder Vikram on how organisations and leaders can respond.



JCURV's Vikram Jain discusses findings from our recent State of Agile Culture report on Ian King Live



JCURV's Payal Jain joined MPs and other female leaders at 10 Downing street for International Women's day

## 2 | AGILE TRANSFORMATION

# WHAT WE MEAN BY ORGANISATIONAL AGILITY

## The key elements which support organisational agility

FROM ...

**Individuals, silos and hierarchies**

**Rigid processes, linear, standardisation, over documentation**

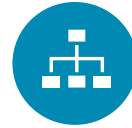
**Directive, task management, micro-management, positional authority, blaming**

**Top down, opaque, rigid budgeting, controlling, backward looking**

**Inflexible, manual, dumb**



Organisation agility



Ways of working



Leadership & Culture



Governance & Decision Making



Data and tech agility

... TO

**Networks of cross-functional, autonomous, customer focused teams with a common goal**

**Collaborative, fast feedback, experimentative and continuous improvement driven**

**Culture and outcomes focus, shared vision, team empowerment and psychological safety**

**Outcome focused, transparent, adaptive. Decentralised decision making**

**Flexible, modular, automated, intelligent**

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WHY JCURV

## OUR IMPACT

Our clients have achieved significant benefits from pivoting to product aligned ways of working

**40%**

MORE PRODUCTIVE

**30-70%**

FASTER TIME TO MARKET  
AND URGENCY

**21%**

INCREASED ENGAGEMENT

**45%**

LESS UNUSED FEATURES / MORE  
CUSTOMER-CENTRIC

**30%**

REDUCED RISK

**25%**

COST SAVINGS

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**100%** of our clients who embarked on a product transformation using our approach are sustaining or improving their agile ways of working and product capability following our engagement.

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# EXAMPLES OF OUR IMPACT – THINK BIG, START SMALL, SCALE FAST

## FTSE100 Financial Services Company

- Ambitious growth agenda
- Operated in Silos
- Poor prioritisation
- Hierarchical and bureaucratic decision making
- Introduced and embedded agile ways of working initially in Pensions, Operations and Savings
- Onboarded over 10% of the entire organisation into agile and product ways of working.

### Key Results:

- 5x faster **time to market** on new changes to product and operations
- 30% reduction in **customer call-in queries**
- 19% increase in **staff engagement**
- 3% increase in income and achieved **operational cost reductions**.

## Global Investment Bank

- Part of the Investment Bank getting slower as a result of high growth
- Hierarchical, bureaucratic, directive leadership, siloed and weak prioritisation
- Upskilled 250 leaders globally
- Designed and transitioned to a new outcome oriented operating model, moving teams from being organised by capability to being organised by value streams.

### Key Results:

- 73% increase in **flow velocity**
- 3x faster **time to market**
- 60% reduction in **team dependencies**
- **80% of decisions devolved to the teams.**

## Wealth Management Bank

- Identified it needed to be stronger at prioritisation and reducing siloed working
- Organised the business into a value stream structure
- Mobilised 5 cross-functional product teams initially
- Rolled out the approach across the broader organisation within 6 months.

### Key Results:

- 41% **re-engagement** of previously lost client prospects via CRM initiative
- 300% increase in **flow velocity** over 6 months
- 36% improvement in **staff engagement**.

# EXAMPLES OF OUR IMPACT – THINK BIG, START SMALL, SCALE FAST

## Global #1 Soft Drink Brand

- European data and tech team facing above average attrition issues, poor prioritisation and siloed delivery
- Impacting service, speed of strategy and low value delivery
- Worked with 100+ leaders to define intent, trust and empower the teams
- Introduced a transparent approach to manage delivery portfolio
- Designed a new outcome-oriented operating model
- Established self-managing teams in new ways of working.

### Key Results:

- 22% increase in **time spent on strategic initiatives vs BAU**
- 2x faster **time to market**
- 39% increase in **engagement levels**.

## Iconic Footwear Brand

- Supported the ambitious global growth strategy through building digital capability
- Designed and implemented a product operating model, bringing together the business, digital programme, and traditional technology delivery capability
- Mobilised cross-functional teams to deliver in an agile way
- Evolved the traditional PMO to an Agile Portfolio Office (APO) to focus on the business's strategic priorities and deliver more predictable and incremental value.

### Key Results:

- **9** cross-functional product teams mobilised
- **Reduced cycle time** from ideation to execution **down from 3 months to 2 weeks**
- **70%+** planned and committed **outcomes delivered** through PI Planning.

## One of UK largest Supermarket Chains

- GM Trading teams were struggling to improve their sales performance
- Teams were misaligned, operating in functional siloes and being overly tactical
- Developed a “Playbook” to introduce good practice ways of working to transform trading team performance
- Designed and mobilised 300+ colleagues across Commercial, Digital, Marketing and Data into cross-functional teams to embed good practices and agile ways of working.

### Key Results:

- 7.7% increase in **revenue** in 12 months
- 4x faster **lead time**
- 18% increase in **employee satisfaction**.

# EXAMPLES OF OUR IMPACT – THINK BIG, START SMALL, SCALE FAST

## Uk Largest Healthcare Charity

- Large healthcare charity, with slow delivery and difficulty gaining funding for new customer contact centre
- Worked with Leadership to set intent and role model Agile behaviours
- Rapidly mobilised cross functional delivery team to create a prioritised roadmap and business case
- Gained business sign-off and coached the delivery team through an agile approach to technology, people, and customer change

### Key Results:

- 25% uplift in **revenue per agent**
- 35% uplift in **calls answered** annually
- 9% reduction in **cost per call**
- 40% uplift in **team spirit and engagement**

## Global Pharmaceutical

- Innovative medicines business challenge with growth
- Required a shift in speed and effectiveness in how it delivered its strategy
- Teams felt unclear on their business direction and not empowered to deliver it
- Onboarded Executive leaders in agile& teal principles through a series of workshops.

### Key Results:

- Rolling out a new agile delivery approach globally accelerating the **speed of delivery**
- Greater **customer centricity**
- Increased **engagement levels**.

## Global Bio-Pharma Company

- Siloed global Bio-Stats team operating top-down, poor prioritisation and hierarchically
- Helped leaders understand their new role and defined behaviours to role model
- Upskilled 150 global leaders in empowerment and attributes needed to lead autonomous teams.

### Key Results:

- 20% increase in **engagement levels**
- 2x faster **time to market**
- Leaders feel 25% more **confident to empower** their teams.

# EXAMPLES OF OUR IMPACT – THINK BIG, START SMALL, SCALE FAST

## Radiology Services Company

- Needed a case for change to seek approval for the transformation of their current customer contact centre managing high quality diagnostic imaging services
- Ran an initial workshop for key stakeholders and leadership helping them understand agile ways of working
- Ran a follow up workshop to help develop the vision, high level roadmap and business case to inspire the organisation and exec

### Key Results:

- **Defined vision** for AM Customer Centre including the key initiatives
- A **high-level prioritised roadmap** with agree support required to deliver centre
- A **case for change including benefits and investment asks** to take to the board and seek approval which was successful

## Energy and Utilities Company

- Ambitious growth plans meant that a clear and prioritised change roadmap was needed
- Teams had been working independently without an aligned view of strategic goals and initiatives
- Identified business priorities through individual interviews and multiple leadership workshops
- Sized and value scored all outcomes to check alignment with strategic and growth goals
- Designed governance approach which prioritises new initiatives based on value

### Key Results:

- **One-year roadmap of change initiatives** created and communicated to employees
- **Enhanced governance** ensured that only strategic priorities were taken forward, funded and adequately resourced
- **40% reduction in non-priority initiatives**

## Iconic Energy Drink

- Due to the dynamic and fast-paced nature of Red Bull their management teams sought training in best practice change leadership approaches
- Leadership teams facing challenges ranging from system and process change to M&A activity
- Designed and created a comprehensive change course focused on the role of leaders as change sponsors as well as change recipients
- Built in interactivity and case study enabling delegates to solve their real-world challenges
- Delivered training to in-country leadership teams throughout Europe

### Key Results:

- Participant satisfaction scores ranged from 4.8 to 5 out of 5.
- Highest scoring pilot course ever with participants praising the practical applicability and relevance of the content

## HEAR FROM OUR CLIENTS ON WHY THEY CHOSE JCURV



CDO – Nicky Klein explains why they selected JCURV as a transformation partner



[CLICK HERE](#)



CCEP leaders and colleagues explain why they selected JCURV as their transformation partner and what makes JCURV different.



[CLICK HERE](#)

# HEAR ABOUT OUR CLIENTS' TRANSFORMATION JOURNEYS WITH JCURV

**Schroders**  
personalwealth

SPW colleagues, discuss how an Agile approach can bring business and technology teams closer together to help solve the key challenges faced by the industry.



[CLICK HERE](#)

**Coca-Cola**  
EUROPACIFIC  
PARTNERS

CCEP leaders and colleagues explain why they selected JCURV as their transformation partner and what makes JCURV different.



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## MENCAP WORK

JCURV supported Mencap introduce and embed agile ways of working in several areas including in Advocacy, fund raising and Data

### MENCAP – SOCIAL CARE FUNDING

- Jackie O'Sullivan – Interim CEO and Executive Director of Communications, Activism and Advocacy at Mencap explains how Mencap used Agile ways of working to drive social reform, learnings and deliverables.



[CLICK HERE](#)

### MENCAP – DATA TRANSFORMATION

Head of Data, Victoria Pike explains why they selected JCURV as a transformation partner to transform their data capability



[CLICK HERE](#)

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Mencap's data transformation programme was recognised in Data IQ's 2020 award for the best data transformation in the third sector.

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# HOW TO GET IN TOUCH

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