

Highly-regulated Company Achieves Multiple Successes with Business Agility Transformation

Pharmaceutical giant completes previously stuck project in 2 weeks and improves productivity 11x after agile consulting, OKRs and Transformation Navigator.





This is a tale of how [Enterprise Studio's](#) rapid response to a request for a week of training helped one of the world's largest pharmaceutical companies finish a project that had stalled for 18 months—and in only two weeks. Along the way, we helped the company refocus its agile transformation and improve productivity by a factor of 11. Not only that: Enterprise Studio helped the customer accomplish these feats and improve the health of its business during the pandemic, when it was a challenge for companies to survive, much less thrive.

The customer, with over 125,000 employees, is at the beginning of its agile transformation, and Enterprise Studio is now helping customer teams in multiple locations around the world.

The Initial Challenge

It all began in February 2020, when the customer urgently requested help launching an agile release train (ART) and guiding a single team through its first SAFe PI planning event, which was scheduled to happen in a few weeks. Among the customer's troubling symptoms were that its planning participants weren't familiar with agile principles and hadn't yet received SAFe training.

An Enterprise Studio coach immediately heeded the call. To help guarantee an effective PI planning event, he quickly delivered in-person training for nine teams of 150 customer cohorts in Dublin and remote sessions for cohorts in the Czech Republic, Spain, India, and the US. Because of the short notice, Enterprise Studio prepared customized training in record time, preparing and sending several online sessions to cohorts that could not attend the initial training.



Getting Down to Business

In only a few weeks, the health of the customer's agile transformation had improved dramatically

Once he had quelled the initial challenge, our Enterprise Studio coach guided cohorts in setting up work; writing objectives, stories, and features; and building cross-functional teams. He also helped the customer prepare and execute PI planning by creating an agenda; identifying and refining the backlog; securing business owner involvement at the PI planning event; and seeing to it that the company received maximum value from the planning process. In only a few weeks, the health of the customer's agile transformation had improved dramatically.

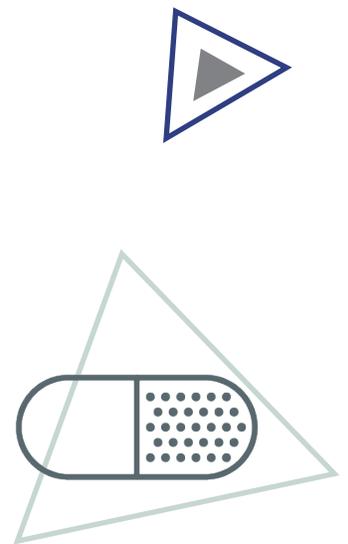
A Positive Prognosis

This brief engagement had a major impact on the company's digital transformation: Shortly after the February training, the customer was delighted when one of its teams delivered a project (which had languished for 18 months) just two weeks after training. It's also clear that the positive impact will continue: One customer team member remarked, "Before you came, everything was slow; now it's all very fast."

Because of the immediate, measurable impact of Enterprise Studio's work, the customer expanded our engagement. Due to the pandemic, and because remote sessions are so cost effective, all activities since the initial training—presentations, more PI planning, weekly lean coffee sessions, and more—have been fully remote.

Together we've completed five rounds of PI planning and more training for the company's Dublin group. Another promising report came in summer 2020, when the customer realized an 11-fold increase in productivity.

What's more, the coach who jump started the customer's recovery will soon train teams in Brazil while continuing to support the current teams.



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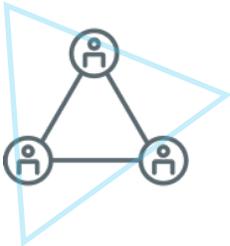


Our consultants and coaches are working with the customer's leadership so that the cultural changes that ensure a thriving transformation begin at the top. Using objectives and key results (OKRs) to guide our engagement, we're also working with customer leadership to instill OKRs as their operating model.

Enterprise Studio is also helping the customer with specific agile training and coaching programs designed to ensure successful expansion of their digital transformation, including extensive global training in SAFe and agile best practices. Our team has developed a structured agile training program that will create a shared understanding of agile concepts and best practices throughout the organization. The program includes a mix of in-person and virtual training supplemented by a portfolio of proprietary online, on-demand training.

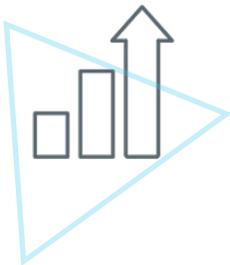
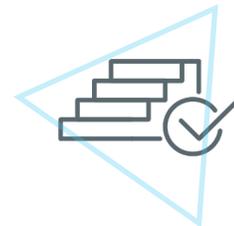
Enterprise Studio is excited about partnering with this customer in its ongoing transformation journey. We're confident that our proprietary models and practices (which deliver a 90% success rate) will set this customer up for healthy, self-sustaining business agility in the post-pandemic future.

Outcomes



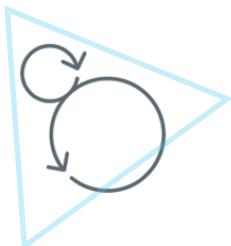
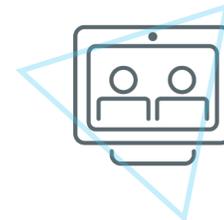
9 teams of 150 customer cohorts in Dublin and remote sessions for cohorts in the Czech Republic, Spain, India, and the US received agile training before the initial PI Planning session to ensure an effective session

After the initial PI Planning session, a **project that was stagnant for 18 months was finished in 2 weeks**



Team **increased productivity 11x**

Global teams continue to **receive SAFe certified training remotely**



Agile best practices have been instilled and expanded across multiple teams globally

About Enterprise Studio

Enterprise Studio by HCL Technologies helps organizations make the connections between IT and business that optimize time and multiply value for realizing the full potential of their digital business plans. Our seasoned technologists, coaches, and educators can help you unlock value from existing IT investments to become a stronger, more adaptive organization - in part by leveraging a BizOps approach so that IT outputs are strongly linked to business outcomes.

Whether you're an established Global 500 company or a new disruptive force in your industry, we can help you navigate complexities that come with competing in an inter-connected digital era. We are a global solution provider and Tier 1 global value-added reseller of Broadcom CA Technologies and Symantec enterprise software.

Many of our experts at Enterprise Studio are from the former professional services units of CA Technologies and Symantec. For decades, our teams have supported and led organizations to innovation with powerful enterprise software solutions and cutting-edge methodologies - from business and agile management to security, DevOps, AIOps, and automation.

To learn more visit: **hcltech.com/enterprise-studio**

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About HCL Technologies

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US\$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries.

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