

CASE STUDY

Accelerating Results from An Agile Transformation

How Western Asset Management (WAM) overcame its Agile transition challenges to realize their desired business outcomes.



BUSINESS CHALLENGE

WAM is a fixed income money management firm operating in 9 offices across 5 continents, with ~1,000 employees.

In order to reduce cost and become more efficient without decreasing the amount of services delivered to the business, the CIO decided to transition to Agile.

After more than a year, the transition wasn't making needed progress. Productivity goals were not being hit. New Agile hires were difficult to retain. There were numerous quality issues. Overall team morale was decreasing.

HOW BRIDGEPORT GROUP (BPG) HELPED

BPG assessed the IT Agile organization to discover the strengths and capabilities and identify the pain points and improvement opportunities. BPG then partnered with WAM to:

- Implement metrics to instill discipline
- Incorporate collaboration tools into the team's operations
- Clarify roles/responsibilities and align performance measures
- Train and coach their staff in Agile and SCRUM
- Create culture of, and train staff on, constructive feedback
- Institute portfolio management processes

RESULTS

The changes implemented have resulted in significant improvements both operationally and culturally.

\$300,000+ savings

↑ productivity 50%

↓ consultants 10%

↑ customer satisfaction

↑ happiness metric

About BridgePort Group, LLC

BridgePort Group, LLC (BPG) is dedicated to training and consulting with organizations to utilize methodologies that broaden the firm's agility and enhance capabilities to successfully meet the needs of their customers. Through project management and Agile DevOps transformation, our clients increase productivity, gain higher efficiency, and improve staff capacity, which leads to a sustainable infrastructure, results-oriented IT systems, and financial improvement. Contact: Chris Bansek, cbansek@bridgeportgroup.solutions, 720.233.1120

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