

# Lean agile for healthcare payers



Today's healthcare consumers are making informed choices about their care – both qualitative and financial. With the digital health revolution well under way, payers need to adopt a transformative mindset to effectively utilize digital health tools to improve their ability to engage with members. A foundational requirement on the road to digital transformation is having a modern, agile IT infrastructure. Our Lean Agile DevOps (LADx) pivot framework helps payers achieve transparency and alignment in delivering innovative solutions.

## Bringing rigor to agile with the LADx pivot framework

We partner with healthcare payers to build and align programs to deliver solutions and services with faster time to value. We bring strategy consulting, design thinking, and deep technical expertise to drive innovative and measurable results for our clients.

Our LADx framework helps organizations understand business complexities and design solutions from the earliest stages of a project. When we apply our LADx framework to teams working on strategic programs, we see increased communication, adaptive planning, evolutionary development, early delivery, continuous improvement and rapid and flexible responses to change. This 'agile at scale' approach enables and supports digital transformation by maximizing opportunities for product innovation and team performance.



## Why CGI

- Scaled Agile Global Transformation and Gold Partner
- Over 160+ certified SAFe® Program Consultants (SPCs) distributed across the globe
- 100+ Agile Release Trains Launched and 450-plus SAFe classes held
- Proven experience through successful client stories on enterprise wide pivots
- Agile thought leadership
- Focused on people, process and technology approach
- CGI LADx (Lean Agile / DevOps) pivot framework
- CGI Agile Skill Adoption program (CGI – ASAP)



## Agile methods to accelerate pivots

Our LADx framework accelerates agile programs to enable the following:

- Agile fluency: Our experts consult with clients to understand strategic goals and bring agile fluency to existing or new solution implementations.
- Pivot strategic planning: We help our clients build a pivot strategy with a roadmap and a tactical plan that aligns product strategy with the LADx pivot. CGI LADx implementations are high discipline, high fidelity, and cost-efficient.
- Enterprise agility: Our expert's partner with client teams to optimize integration, collaboration, alignment, and communication. Example collaboration opportunities include enterprise-wide portfolio agile release train (ART) pivots, mitigating cross portfolios dependencies and better alignment.
- Global agile delivery model: We enable teams with certified agile practitioners who provide both excellent technical skills and agile leadership skills. We can provide complete agile teams or supplement client teams with strategic roles and distributed agile delivery capabilities that leverage our global delivery centers.
- Coaching and training: CGI agile experts are available to train and coach diverse teams to align around common goals. We help our clients grow agile leaders and change agents within their organization. Our unique training materials and skills enablement help client leaders pivot from modern management to lean agile leadership.

### Proven results

We have hands-on experience creating, testing and deploying lean, agile, and DevOps methods and processes that deliver high fidelity, scalable change at some of our largest enterprise payer clients. We see these clients shifting their focus from solely agile to the full LADx spectrum where all agile, lean, and DevOps approaches are delivered simultaneously to drive digital transformation.

Our LADx framework is grounded in design thinking, lean, business process reengineering, principal driven execution, evidence-based practices, behavioral economics, human psychology, and transformational leadership.

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## Our experts have a proven track record in helping clients realize benefits, including:

- Accelerated software delivery
- Improved engagement with effective business IT alignment.
- Increase in productivity with reduced cost
- Enhance delivery predictability with better portfolio roadmap
- Built-in quality with every released capability

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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