+44 345 094 0945
www.waterstons.com

Case study

Service
Collaboration & Productivity



Apr 2024

Agility through collaboration

Engaging with an administrative services provider to enable agile service deployment and ensure ISO compliance.

Our engagement

We were initially approached by the organisation to help write policies for ISO compliance - understanding the bridge between what the team is working on, and what the policies are looking to audit, brings the two worlds together.

After virtual meetings to understand the breadth of topic and which parties need to be involved moving forward, we facilitated a full in-person workshop with the product stakeholders and third party.

An engagement of this type always starts with a dive into how the teams operate; we went through how they work both in terms of day-to-day activities, how they govern projects, how they work with third-party suppliers, and even how those third-party suppliers operate.

To make sure everyone got involved in open discussion, sessions were relaxed and engaging.

A natural extension of these engagements are discussions about how the organisation currently works, and where there are opportunities to make improvements.

After the session, which gave all parties time to speak, share ideas, and be open about the ways of working, we explored and provided a set of recommendations to help the team understand and action the necessary policies to take the business to the next level.

Results

The client was delighted with both the policy documents and the software development practices recommendations report. The firm has already been agile to already make some changes which allows the business to grow and improve from the knowledge gained from the sessions and reports.