

# Accelerating Time to Market and Employee Engagement at Unum



Unum and LAI joined forces in late 2021 to take their Enterprise Agility Program to the next level.



**Barbara O'Connor - Director, Enterprise Agile Office**

*"Prior to Lean Agile Intelligence, we had data but were missing insights that could pinpoint trends or patterns at scale across our organization. The LAI customization and cumulative results features have given us the ability to gather data at scale, generate insights, visualize our maturity and put this knowledge in the hands of people closest to the work in order to improve delivery cycle times."*

## Priority Objectives for this Initiative at Unum

- Scale enterprise agility services to a broader audience to ensure that teams systematically and consistently participate in decision-making.
- Design and Implement a Maturity Model of behaviors and practices with aligned performance metrics to understand enterprise health and identify enterprise-wide patterns emerging from team levels.
- Implement a platform to identify trends and sentiment, enabling teams to flag impediments and record actions.
- Partner with an organization that could offer more than a software solution, but also thought leadership and valuable insights in this domain.

## Most Value Features

- Ability to "ladder" up and down the organization structure to see different levels of maturity insights.
- Voting Mechanisms that generate team results and a heat map of strengths and weaknesses.
- Ability to attach "helpful resources" of internal materials to assist in answering the question or discussing results.
- Ability to centralize multiple assessment types covering both quantitative and qualitative measures.
- Ability to see cumulate results of different quantitative and qualitative assessments and perform cause and effect analysis.
- Ability to contextualize questions and vocabulary to match the internal language.

## Results

Onboarded	3 months period	Trained	Trained
<b>106</b>	<b>1200</b>	<b>76</b>	<b>7</b>
<b>Agile Teams</b>	<b>People</b>	<b>Facilitators</b>	<b>Administrators</b>

- Aligned agile metrics to the practices and behaviors in the assessments.
- Consistent visualization of assessment results to enable more of a holistic view of team maturity.
- Positive engagement and adoption of the approach by both teams and leadership.
- A structured, less ambiguous approach to improvement with tactical guidance on a path to the next stage.
- Positive impact on cycle, delivery lead time, and employee engagement goals and outcomes within the first two cycles of retrospectives.