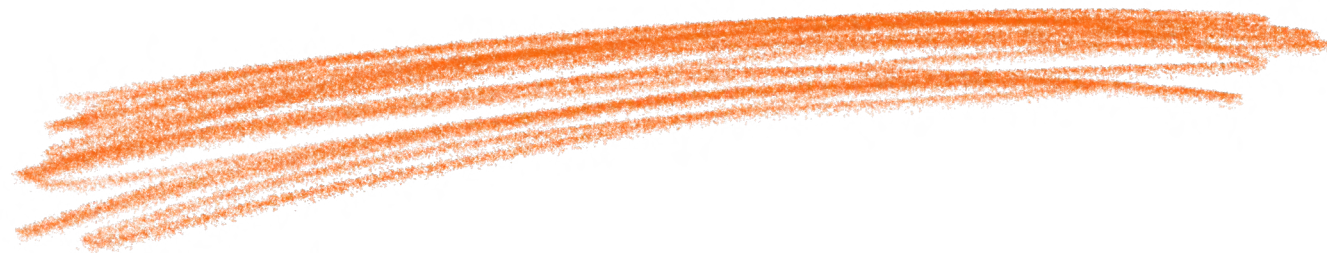


DIGITAL, A.I. & BIG DATA
ALONE
IS NOT ENOUGH

ADAPT
INNOVATE

WHY?





84%

16%

WHAT?

REGULARLY ADAPT
YOUR GOAL IN THE MARKET

RAPIDLY INNOVATE
TO DELIVER TO THESE
GOALS

GETTING INTO THE 16% CLUB

INVEST AND RETAIN THE
BEST RESOURCES & CAPABILITIES

TEST THE MODEL FOR THE 16% CLUB

NETFLIX

TEST THE MODEL FOR THE 16% CLUB

ADAPT YOUR GOAL IN THE MARKET

2007:

⚡ The streaming market is microscopic...DVD is going to be a very big market for a very long time ⚡

2009:

⚡ We will maintain our focus on improving our core services as well as gaining even greater traction with streaming ⚡

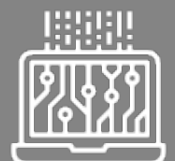
2011:

⚡ Our core strategy is to grow our streaming subscription business domestically and globally ⚡

INNOVATE



NEW RESOURCES & INFRASTRUCTURE



IN DIGITAL TEAMS, YOU PROBABLY
DO IT ALREADY!!!

ADAPT

INNOVATE

BEST
RESOURCES

HOW DO YOU SCALE IT ACROSS THE ORG?
HOW DO SUSTAIN IT OVERTIME?

NO-ONE KNOWS HOW TO DO IT FOR
YOU

EVERYONE IS ACTUALLY DIFFERENT

HOWEVER, THERE ARE SOME CONSISTENT
THEMES

SCALE

NEW WAYS OF WORKING

EXPERIMENT, TEST & LEARN, ACTION & REPEAT

HINTS ... FROM THE REAL EXPERTS !!!

SUSTAIN THE CHANGE

FOR ONGOING

SUCCESS

WE HELP YOU

ADAPT

INNOVATE

BEST
RESOURCES

BY...

SCALING NEW WAYS OF WORKING

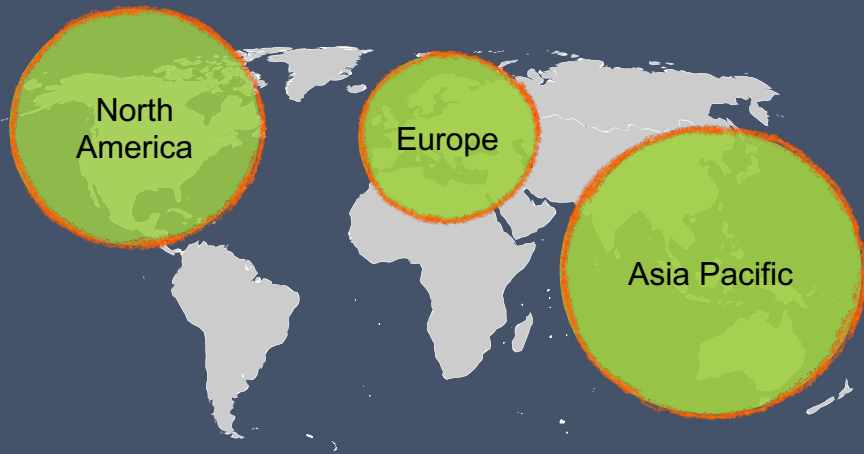
SUSTAINING IT FOR SUCCESS

ADAPTOVATE is from Australia, growing globally

Offices in Sydney,
Melbourne, Singapore,
Los Angeles, and
Warsaw

Business
Agile @ Scale
Specialists

Work with Small
Work with Large
To SCALE and SUSTAIN



80%

APPROACH is different for
different companies

APPROACH is different
for different countries

Lets get specific
about **YOU...**

We surveyed **100** DIGITAL EDGE CONFERENCE ATTENDEES.....

Barriers to delivery?

Business silos



Culture / Politics
needing Trust



Compliance is slow
“Red Tape”



Legacy process
& technology



Shadow IT



What inhibits new products getting to market?

Support functions slow



Leadership decisions slow / misaligned



Cross functional teams slow or missing



Ability to pivot slow or missing



Overloaded



Access to customers



Limited idea generation



HOW
we do it



SocietyOne



HEALTH INS.
COMPANY

TELCO
COMPANY



ING



ANZ

RESOURCES
COMPANY

BREAK DOWN silos



TRUSTING & TEAMING
Culture



RAPIDLY LAUNCH
New PROCESS / TECH



Fast SUPPORT
FUNCTIONS



ENGAGED & MOTIVATED
employees



VALUE DECISIONS with
PURPOSE ALIGNED leaders

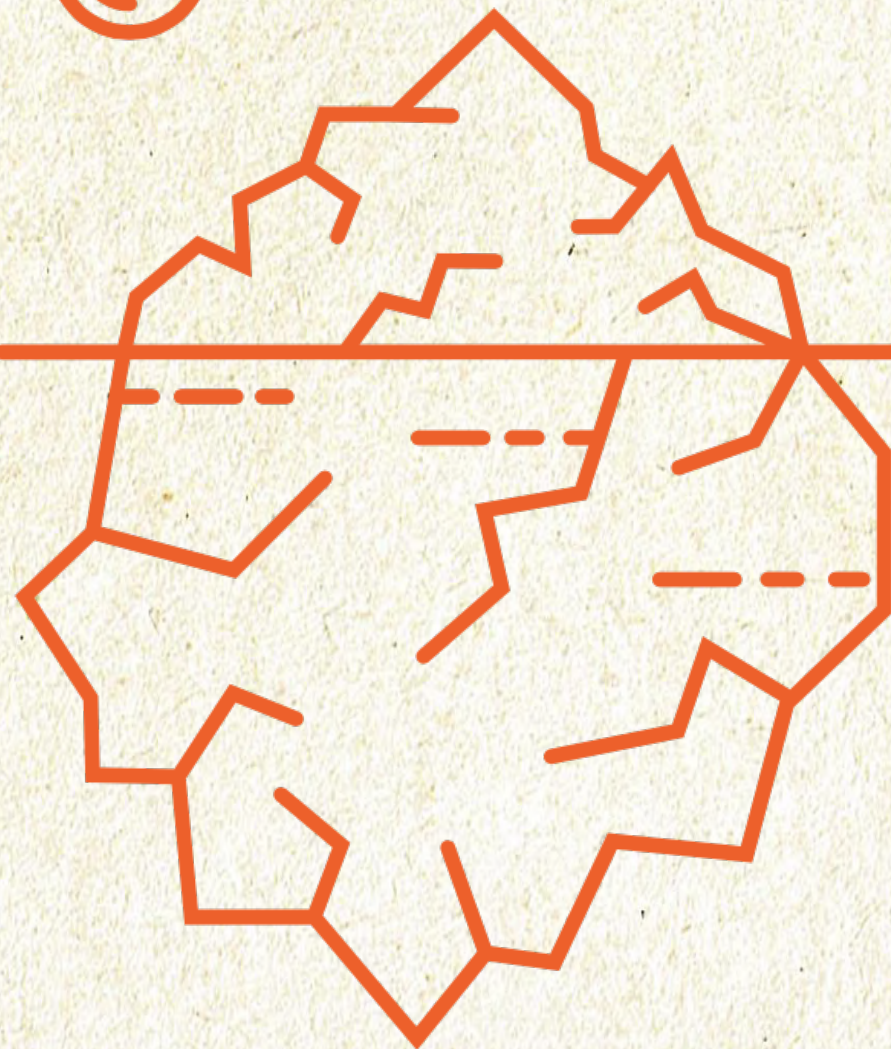




AGILE

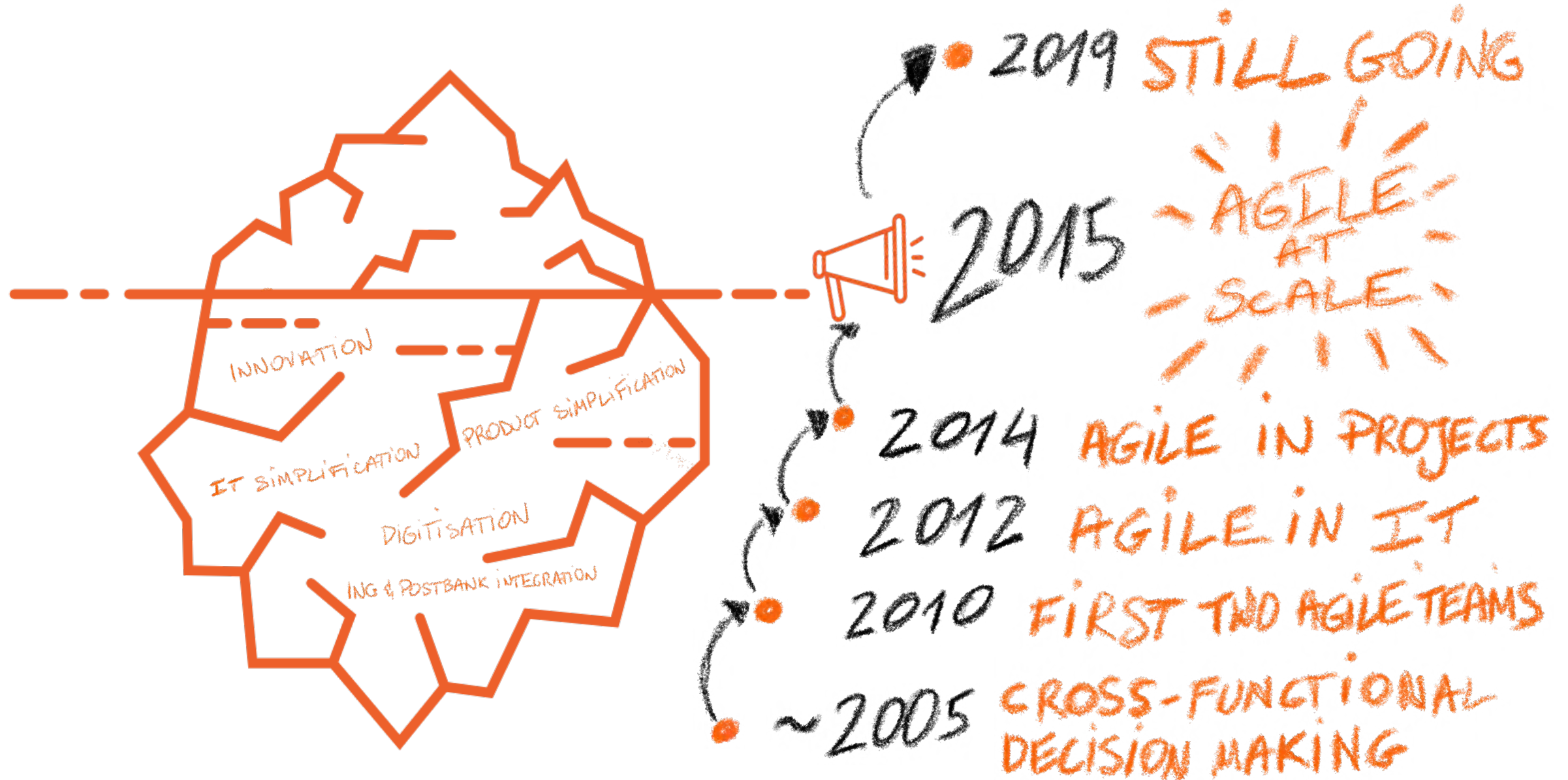
ING

STORY

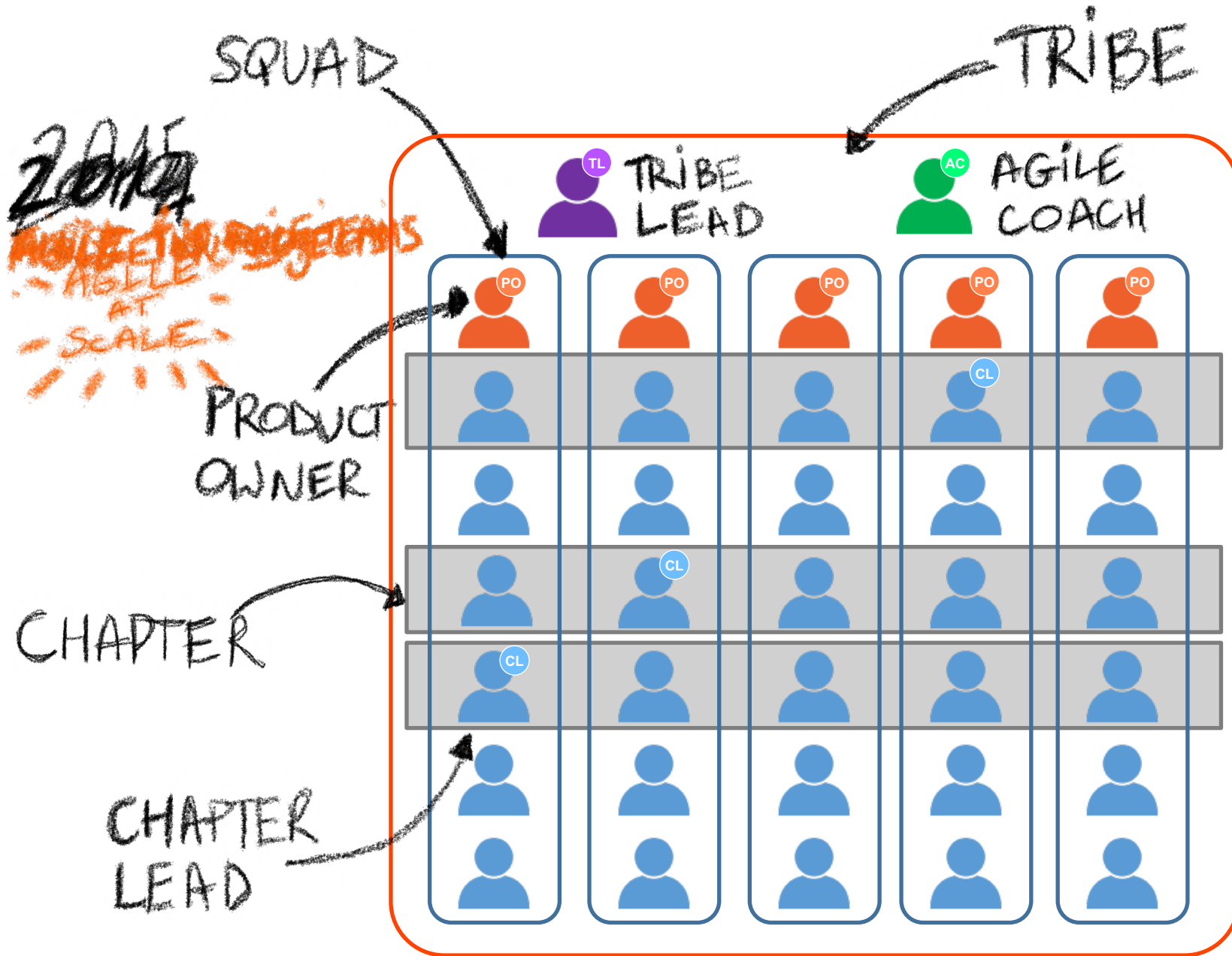


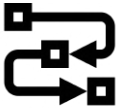








- Agile journey 10-15 years in the making

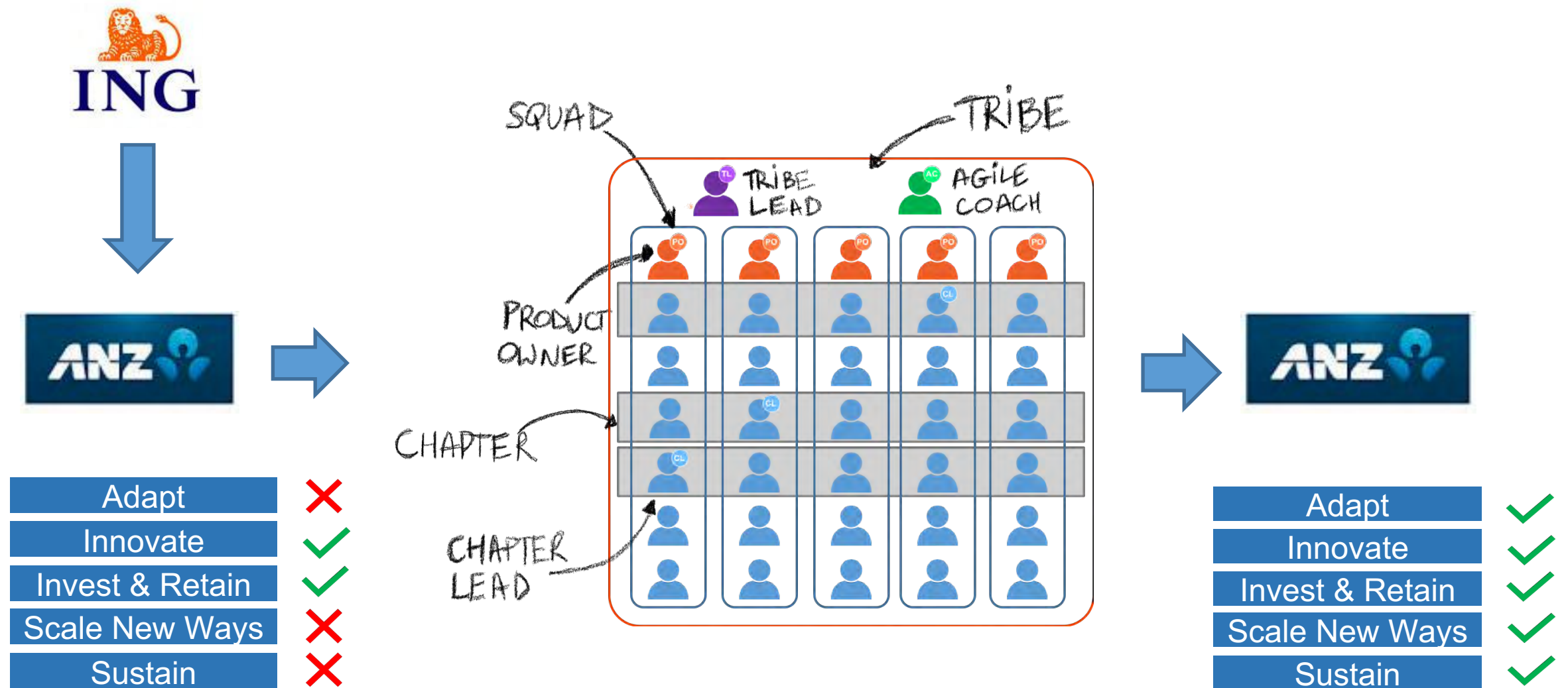


ING - AGILE@SCALE - Test, Learn, Prove, Evolve



-  INTEGRATED AGILE PROCESSES BECOMING **EMBEDDED**
-  PERSISTENT TEAM FUNDING FOR **CERTAINTY**
-  AGILE ARCHITECTURE FOR **FLEXIBILITY**
-  AGILE PORTFOLIO GOVERNANCE FOR **ALIGNMENT**
-  CROSS-FUNCTIONAL TEAMS FOR **AUTONOMY**
-  EMPOWERED PEOPLE WITH **PURPOSE**
-  OUTCOME MEASUREMENT CULTURE FOR **TRANSPARENCY**

Why did ANZ choose New Ways of Working?



Help us design, scale and embed New Ways of Working

**Design
AGILE @ SCALE**



**0 to ~1000
(6-9 months)**

**SCALE &
EMBED**



**1000 to ~6000
(~9 months)**

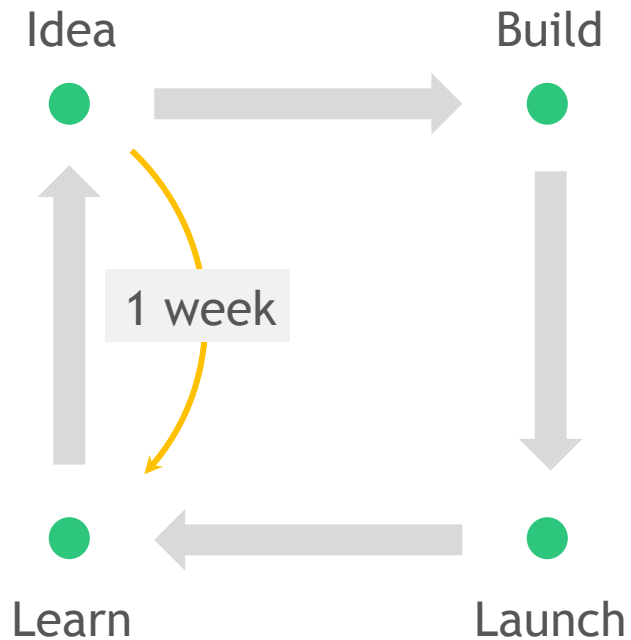
**YOU
SUSTAIN IT**



**~9000 (paused it)
(4 months)**

SCALE

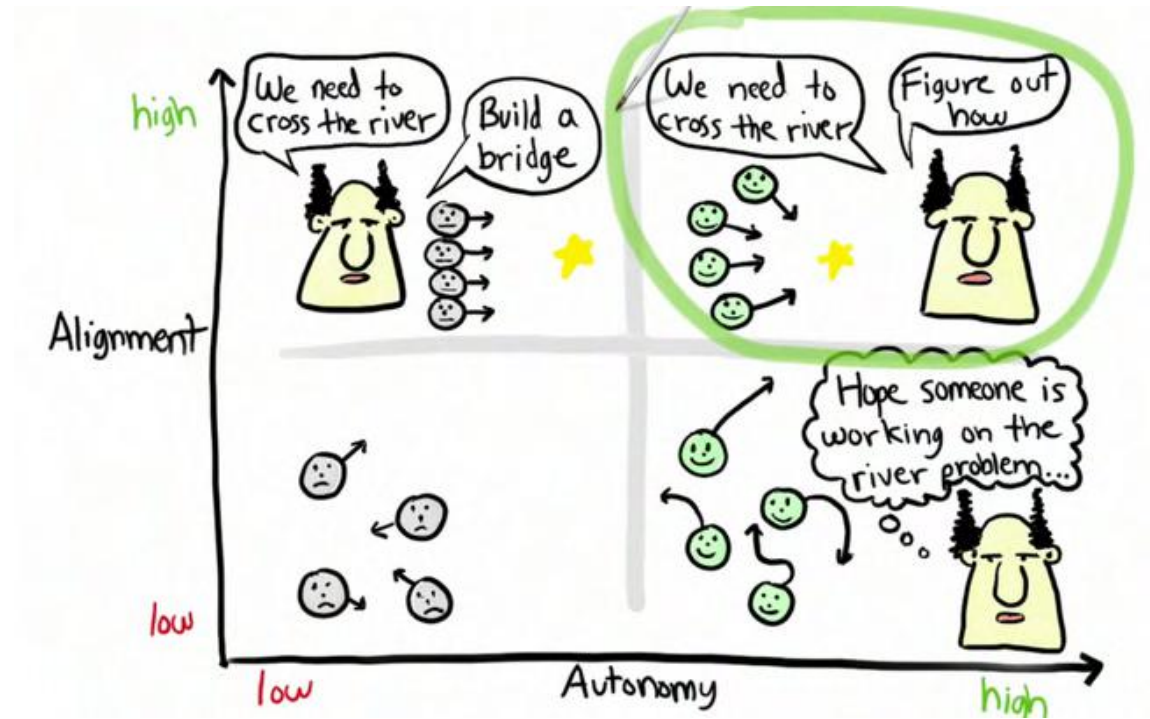
Rapid Test, Learn, Action



Google Ventures Sprints. -2016

SUSTAIN

Leadership and Teaming



Spotify - 2012



—COLLABORATING—
While learning New Ways



AWARENESS



FLIP STATUS QUO
eg RECRUITMENT

NEW CAREER
ENGAGEMENT



Marketing

External Communication

Legal & Compliance

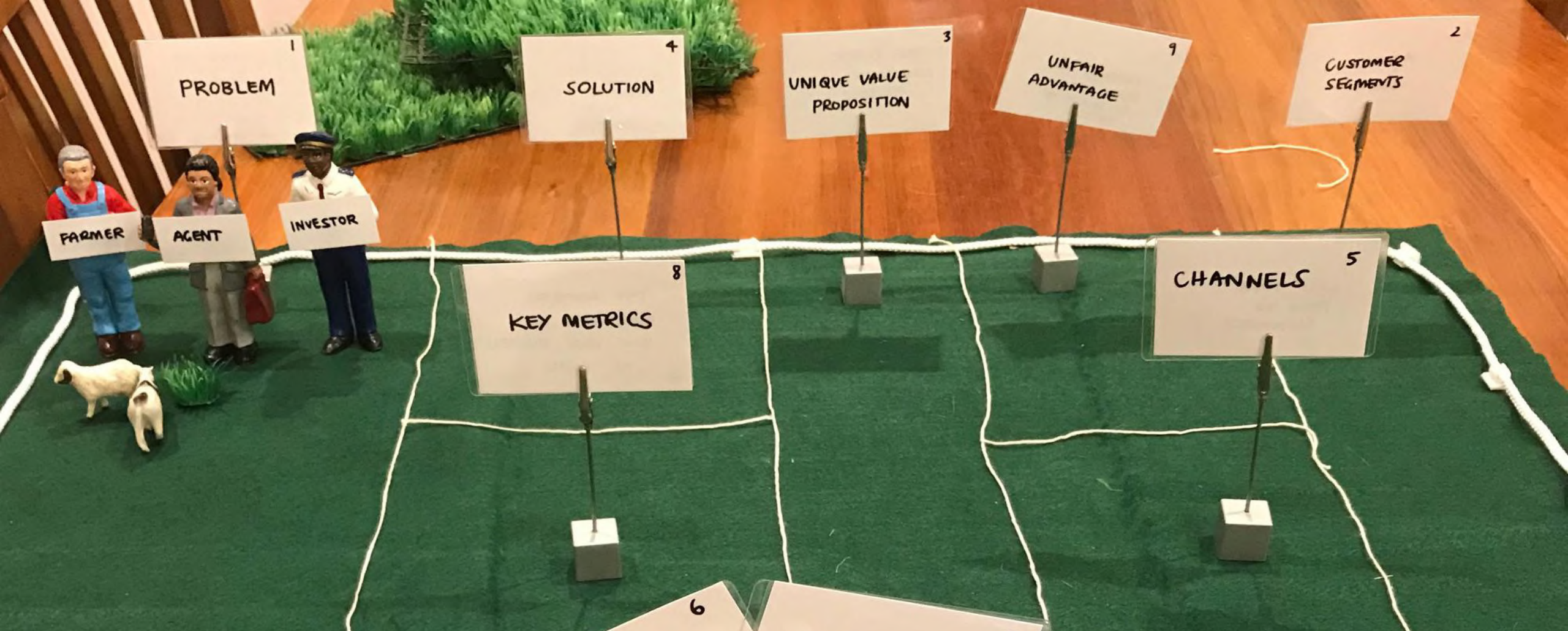
Finance

Human Resources

Governance

**BRING SUPPORT FUNCTIONS
“INTO THE TENT” EARLY**

**Use NEW WAYS to UNLOCK
SPEED in DECISION MAKING**



WE RISKED
(Failure & Embarrassment)

To rapidly
build **TRUST**
(in each Other)

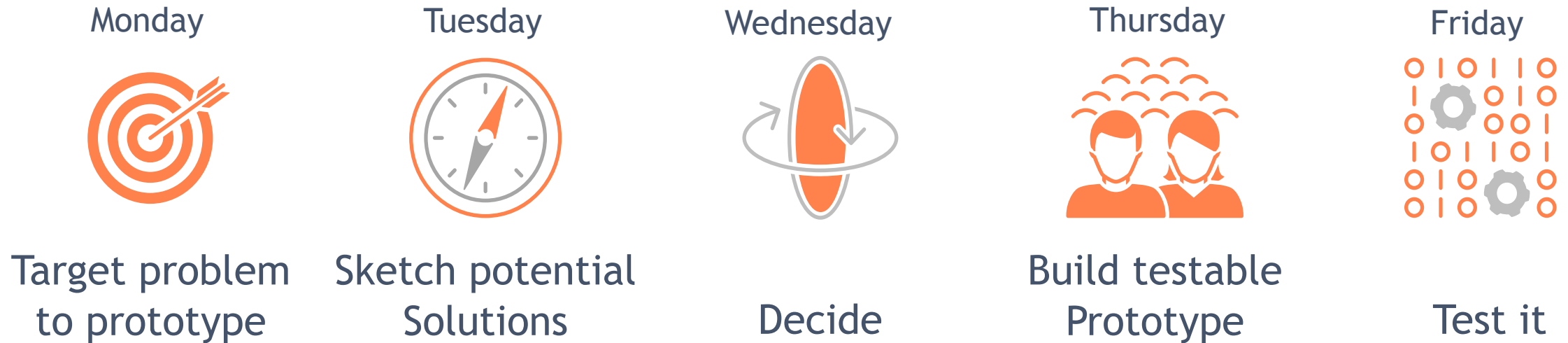
To **SUSTAIN** a
motivated
team



**5 years to
\$400m
in originations**

**8 months to
\$600m
in originations**

Rapidly delivering new process and tech in a heavily regulated environment – like health insurance



10 cross functional executives and a week to test a solution

Then reformed to deliver in regular MVPs over the next 6 months

“ Hard to believe that we got so much done in just one week ... **the idea we tested was so close to what we ultimately implemented**

— Design Sprint participant



“ I was pretty sceptical before I came, however the output speaks for itself... **the prototype tested really well, and we are now implementing an updated version**

— Operations executive

“ Everyone was converted to working in an agile way after attending the Design Sprint ... **the value is obvious, and repeatable**

— Business Strategy Executive

“ I get it, I can personally only influence digital experiences... **when I do it with my peers, we get a significantly better customer experience, and my Digital metrics will also improve**

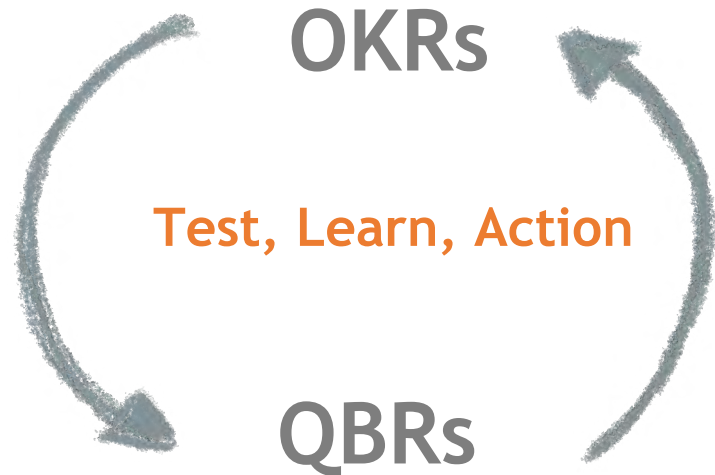
— Head of Digital

TELCO

Leaders experimenting quarterly
Leaders teaming to remove barriers

ADAPT

Externally



ADAPT

Internally



Roundtable
@12-1pm
Today



SocietyOne



HEALTH INS.
COMPANY

TELCO
COMPANY



ING



ANZ

RESOURCES
COMPANY

BREAK DOWN silos		✓	✓	✓	✓
TRUSTING & TEAMING Culture	✓	✓	✓	✓	
RAPIDLY LAUNCH New PROCESS / TECH	✓	✓	✓		
Fast SUPPORT FUNCTIONS			✓	✓	✓
ENGAGED & MOTIVATED employees	✓	✓	✓	✓	✓
VALUE DECISIONS with PURPOSE ALIGNED leaders			✓		✓



Douglas Ross
douglas.ross@adaptovate.com



Alex Rebkowski
alex.rebkowski@adaptovate.com



Paul McNamara
paul.mcnamara@adaptovate.com



Chelsea Bates
chelsea.bates@adaptovate.com



Caitilin Studdert
caitilin.studdert@adaptovate.com

!!

Presentation will be available on our socials

!!

Follow us



M Medium

ADAPTOVATE **.com**

linkedin.com/company/adaptovate/

twitter.com/adaptovate

medium.com/adaptovate