

# The Intergence Way



The Intergence Way is our unique approach to delivering technology projects. Founded upon the combined values and principles of Agile and Business Change, the Intergence Way has helped many businesses achieve their goals faster and with greater success.



The Intergence Way comprises of 3 process groups and 7 knowledge areas

## Insight

All of our projects start by getting to know your customers, your business and the goals you would like to achieve. At Intergence we believe **insights** are gained from walking the floor of your business and spending time with your customers and teams, not from just sitting behind a desk. We want to help you see the value you are creating as well as any problems first-hand and build a shared plan of action, which delivers results and a fast return.

## Impact

Implementation can be a bumpy ride, but we enjoy it and enjoy helping our clients with it too. At Intergence we believe in a pragmatic approach, which combines the principles of Agile and Business Change to deliver results faster and with maximum **impact** and success. We start with small victories, which are simple and easy to deploy and use unique, collaborative tooling to increase teamwork, communication and creativity.

## Improve

Technology projects fail far more often than not. This is because real change only occurs when people stop doing some things and start doing others. At the end of a project, when the troops fade away, its so easy to revert back to old habits. At Intergence we make sure we leave in place the knowledge, skills and capability to help you embed change and continuously **improve** the way you deliver value to your customers and teams.



Insight



## Walk in the Customers Shoes

All technology projects should start by getting to know your customers and the experiences you are trying to create. At Intergence we believe the only way this can be achieved is by walking the floor of your business and spending time with your customers and teams. We use practical data gathering tools, which are easy for you to re-use and help you identify the requirements for your solution, as well as lots of benefits, quick wins and opportunities to improve.



## Think Strategically

All technology projects should be driven by strategy. But many businesses don't have one or spend ages agreeing one. Our Strategic Discovery is designed to accelerate this process for you. We will help you simplify and structure your ideas into a shared plan for change, supported by a realistic business case, roadmap and set of priorities to achieve your goals.



## Focus on Outcomes

Technology projects tend to focus on the tech rather than the results you are trying to achieve. Without a mechanism to measure, track and realise benefits then results are lost and there is no way of knowing if you are achieving a return. At Intergence we put this process in place right from the start of your project. Then our dashboards, powered by Stratiam, will provide you with full visibility of your benefits as they are being achieved.



## Start With Quick Wins

We always start with quick wins because they build momentum and tell everyone the project is winning. Quick wins must be simple and easy to implement. If they require lots of time and effort they are not a quick win. At Intergence we have implemented 1000's of quick wins, so we know where to look and have lots of creative ways to help you find them faster.

Impact



## Be Agile

At Intergence we believe in a simple, pragmatic approach to Agile, which we agree with you right from the start. We believe all projects should work iteratively to be responsive to change. Regular customer feedback is vital, not just at the beginning and the end. People deliver projects, not process and frequent communication is key as well as simple tooling to increase teamwork, collaboration and creativity.



## Manage Change

Often too much focus is placed on the technology, adding complexity with little gain. Automating existing processes will result in some improvements but won't necessarily hit a big return. At Intergence we believe in a pragmatic approach to managing change. We work alongside your Agile project, eliminating waste, errors and delays and changing culture step by step.

Improve



## Make it Stick

At Intergence we will work alongside you at every step of the way, making sure you have the knowledge, skills and capability to embed changes and deliver future projects faster and with greater success. We will show you how to gather insights, develop strategies, realise benefits, implement quick wins, adopt Agile ways of working and manage real change. We never walk away. We make change stick!