



qBA a major UK retailer

the challenge

Our relationship with the client began in 2009 when we designed and implemented a new Operating Model and Organisational Restructure within the IT department. Due to the high quality of the work we produced and the good relationship we formed with client teams, we were asked back in October 2010 to assist IT Business Change in the following initiatives:

- Enhancing the reputation of IT Business Change through:
- Ensuring Business Change provided added value to the rest of the business.
- Developing and strengthening the relationship between IT and Business Change.
- A need to transform their existing BA's into drivers of change.
- Supplying additional business analyst resource to work on IT projects.

our approach

qedis provided the client with experienced BA's and ensured their demand for resource was continuously met. In the first year qedis mobilised 30 BA's within Business Change with a significant increase in demand from the client throughout the year. This was largely due to the high calibre of BA's qedis placed, their ability to add value and the high quality work they delivered.

qedis not only focused on supplying the organisation with BA's but also provided value adding services to Business Change. A 'BA skills & knowledge sharing' framework was implemented which offered workshops, training and mentoring designed to develop the skills within the client's BA community. The output of the workshops provided the client with tools, techniques & templates that equipped Business Change to deliver consistent great service to the business. qedis are currently developing a Training Programme and Quality Framework to be rolled out across Business Change. The Training Programme is a collaborative approach; with our team working closely with the client to tailor the programme to Business Change requirements.

our value

- Successful BA work for the client has led to qedis supporting over 40 projects with a combined value of over £100million
- Facilitated the delivery of a number of key initiatives including, Brand Match, Global Data Synchronisation, Scottish licensing, Bedford Automation and Colleague Recognition
- Step change in the relationship between IT and the Business Units (Used explicitly in second cred as well)
- Improved skills in client BAs in areas such as facilitation, requirements gathering, management and presentations
- Enhanced the skills of the client's BA community while implementing frameworks which enable Business Change to deliver a high standard of service consistently.
- qedis BA's have enriched their retail knowledge through the on-site projects.
- qedis have achieved the right cultural fit, by seamlessly integrating into the Business Change team

