# Case Study: Nationwide Insurance

Challenges, Solutions



#### Nationwide Insurance

- Nationwide is a Fortune 100 insurance and financial services company.
- Headquartered in Columbus, Ohio.
- Employs 39,000.
- Business Problem: Digital organization's delivery process lacking responsiveness to remain competitive in the digital market space.



#### Nationwide Insurance

- Communities of Practice for Coaches, Scrum Masters and Product Owners.
- Started with 5 teams, scaled to 36 teams and then to 250 teams.
- Scrum of Scrums:
  - S2 Daily, facilitated by an Application Development Leader (ADL), per group of 5 teams.
  - S3 Twice a week, facilitated by an Application Development Executive (ADE) with ADLs.
  - S4 Twice weekly, the CIO meets with the ADEs.
  - Product organization also holds Scrum of Scrums.



#### Nationwide Insurance - Outcomes

- Moved from a project organization to a product organization.
- Use of boards for delivery and discovery.
- Improvement of 64% in business-side velocity to start development and an overall 16% expense reduction.
- As an example, a mobile application went from:
  - Requirements start to delivery start in 22 days.
  - Concept to cash in 120 days.

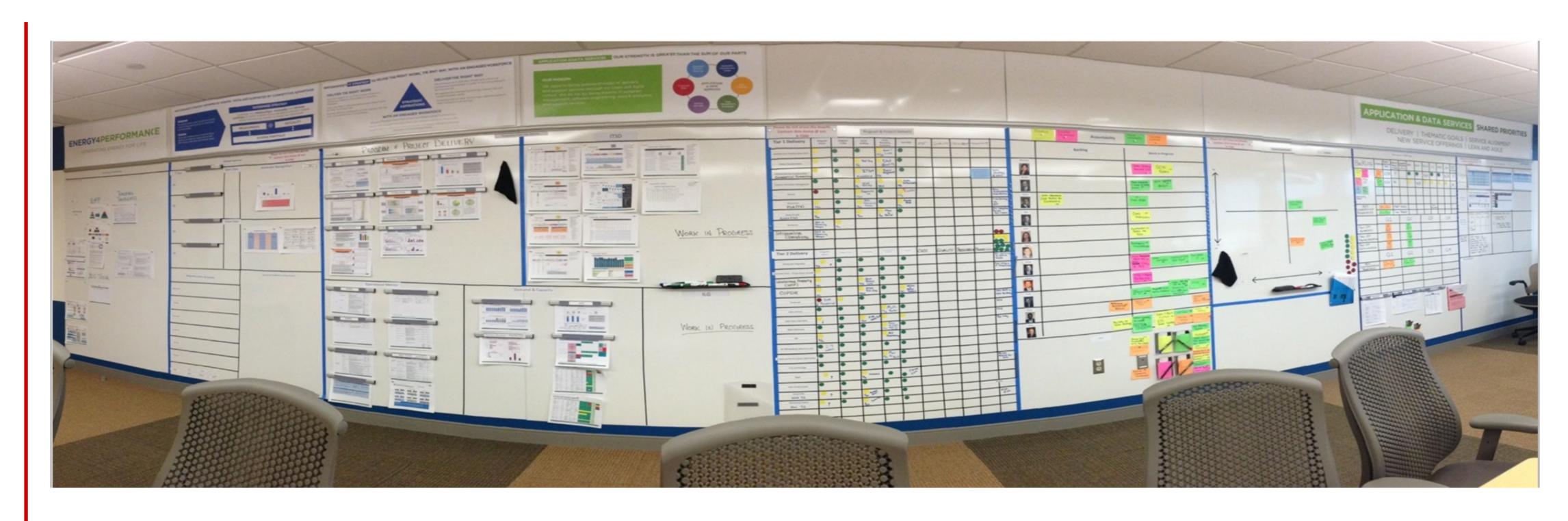


### Nationwide Insurance - Outcomes

- First Run Pass Rate improved to over 90% with 25% less headcount on the Scrum teams.
- Of all deployments 96% had no High or Critical bugs within the first 30 days.
- Des Moines office adopted the same model used in the Columbus office.



## Nationwide Insurance



The CIO Board at Nationwide

