



Clearvision

Hood Group Case Study

clearvision-cm.com





About Hood Group

Hood Group is a privately-owned business providing insurance solutions to some of the most well respected brands, insurance partners, and financial intermediaries.

Established in 1983, Hood Group came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better.

Hood Group offers partners an end-to-end service; from product and quote platform design through to sales and claims servicing. Hood Group is one of the largest employers in South East Essex with around 200 staff, award-winning services, and cutting edge technology.

ESTABLISHED:
1983

INDUSTRY:
Insurance solutions
including Home, Travel
and Pet.

The challenge

A large volume of changes were required across multiple systems.

The team at Hood Group was unable to accurately track the work that resources were assigned to. Development tasks as well as other project tasks were all tracked via spreadsheets and documents.

The change management team consisting of Project Managers and Business Analysts didn't have enough visibility over what the software development team was working on and how efficient they were. The company wanted visibility, improved communication, and transparency.

The solution

Clearvision began its engagement with Hood Group by running a KickStart for Atlassian planning session, which consisted of a round table discussion with key stakeholders, allowing the team to understand Hood Group's unique requirements. This led to the introduction of Jira and Confluence.

Jira allowed Hood Group to track everything from issues, bugs, stories, project tasks, and so on, using predefined workflows. With this system of ticket tracking, Hood Group was able to gather tasks in the backlog and give tasks value-driven prioritisation. Jira provided transparency between departments so that each team knew what was happening across the business, keeping everyone on the same page.

At the same time, Confluence allowed users to create meeting notes, project plans, and product requirements thus improving collaboration. Hood Group uses Confluence to collaborate and capture knowledge, ideas, documents, minutes, and projects.

By utilising Jira and Confluence, Hood Group gained better visibility over the work of its teams and can now manage time more efficiently.



 Jira Software

 Confluence



A Clearvision Consultant worked with Hood Group Business Analysts for a week, understanding processes and setting up Jira and Confluence.

The Consultant taught them how to maintain and change Jira so that they could continue to adapt and improve on their own.

Hood Group's team began with a Kanban process to change their entire management processes for separate sprints for Business Analysis, Software Development, System Testing, and UAT.

"This has been invaluable to us as it has allowed us to link all items of work back to an overall business goal, whilst having visibility of each teams' velocity, which is vital to creating an accurate plan. We also purchased Portfolio, which has allowed me to aggregate all of the information into a plan and easily see the impact of new projects/changes coming in and whether or not our targets are achievable."

The team was given a general overview including terminology, and Clearvision did the white-boarding of processes for each work item they wanted to track within Jira.

Workflows and custom fields etc. were then created and demonstrated to the team at the end of the week.

“Without the initial setup and training provided by Clearvision, we would not have been able to work with the tools in the way that we have. Going in blind would have hindered us in getting the best out of the systems, and we would definitely have not seen the benefits that we have.”

- Ben White, Business Analyst at Hood Group



About Clearvision

Clearvision is an award-winning Atlassian Platinum Solution Partner. If you're interested in adopting Jira and/or Confluence, [talk to the experts.](#)