# HYPR

The Pursuit of Relevance

# DELIVERY ECOSYSTEM

- Establish a flow-optimised Delivery Ecosystem combining technology, people and ways of working

- Deliver more value with higher quality, early and often

- Allow feedback to guide product evolution

- Uplift capability in an ecosystem that accelerates learning

# What is a Delivery Ecosystem?

A Delivery Ecosystem is a flow-optimised, socio-technical system designed to deliver slices of value quickly. It ensures architecture, technology, skills and ways of working are aligned and work in harmony to create and sustain flow.

The Delivery Ecosystem is optimised for flow from the outset, allowing for fast feedback cycles and rapid learning. It encompasses both technical aspects (tools, infrastructure) and social/human aspects (skills, culture, decision-making). It aims to reduce time-to-market, improve quality and increase flow efficiency compared to traditional organisational structures.

## You'll see:

- Experiments identified in the discovery process help gain confidence that proposed tools, patterns and practices will work together in harmony to create flow

- An architectural style and set of technologies, tools, patterns and practices will ensure people and technology work to establish and maintain flow

- An ecosystem designed to ensure teams are able to innovate with fast feedback

- Teams that love the developer experience of working in a Delivery Ecosystem optimised for experimentation and learning

- Fast feedback, safe experimentation and learning helping you meet your business objectives

# The Delivery Ecosystem helps you...

- **Execute** on digital business cases

- **Align team** delivery to business objectives – from vision to task

- **Build the right thing** and **build the thing right**

- **Enact your product** and technology strategy to ensure future adaptability

- **Achieve world-class product engineering**

- **Make better and faster product** trade-off decisions

- **Focus skills** and activity in the right part of the product lifecycle, right now

- **Uplift capability** towards your future organisation

*and, of course...*

- **Accelerate the flow of value** to customers

## Accelerating your flow

Our Delivery Ecosystem service removes friction and establishes flow in your system. To understand precisely *how fast value is flowing through your system* (and establish baseline metrics from which you can see improvement), **see our Spotlight service**.

# What does good look like?

The impact of effective flow is unforgettable once you have experienced it with a team. Work is constantly progressing, presenting a steady stream of new and interesting challenges. Problems seem more manageable and are quickly resolved. Everything feels easier. People are positive, happy and collaborate effectively. They see the impact of their work and customers clearly value it based on the feedback received.

While it may sound idealistic, this can be achieved for teams, even in the largest enterprises. Achieving a great sense of flow extends beyond human feelings; it also has a measurable impact on accelerating value delivery, providing faster feedback between teams and customers, overcoming impediments faster than believed possible and generally eliminating many of the delays that typically arise.

# Observing friction

Tracing work from concept to cash through an organisation can be a tangled, unpredictable path full of delays and impediments, the flow of which is nearly invisible to the teams that contribute towards product evolution.

Workflows often serve many different internal needs, some of which may be locally optimised for departments or groups.

Overly centralised decisions, dependencies between teams, slow approval processes and poor quality are all common causes of friction. Friction slows your time to market and ability to respond. Friction leads to context switching which reduces productivity and lowers team morale.

# Overcoming friction

Value streams with flow-optimised Delivery Ecosystems offer a way to reintroduce network structures that help establish flow and improve value delivery.

The value stream becomes a container in which the new Delivery Ecosystem can be established, including new technology, ways of working and behaviours.

Value streams and their corresponding Delivery Ecosystems can power business model innovation by introducing flow as you deliver value and help maintain flow as the products evolve.

Manifesting flow-based improvements necessitates investment in new ways of working, organisational relationships, contributor skills and leadership habits. It affects everyone in each relevant organisational function and must become part of the overall culture to be sustainable.
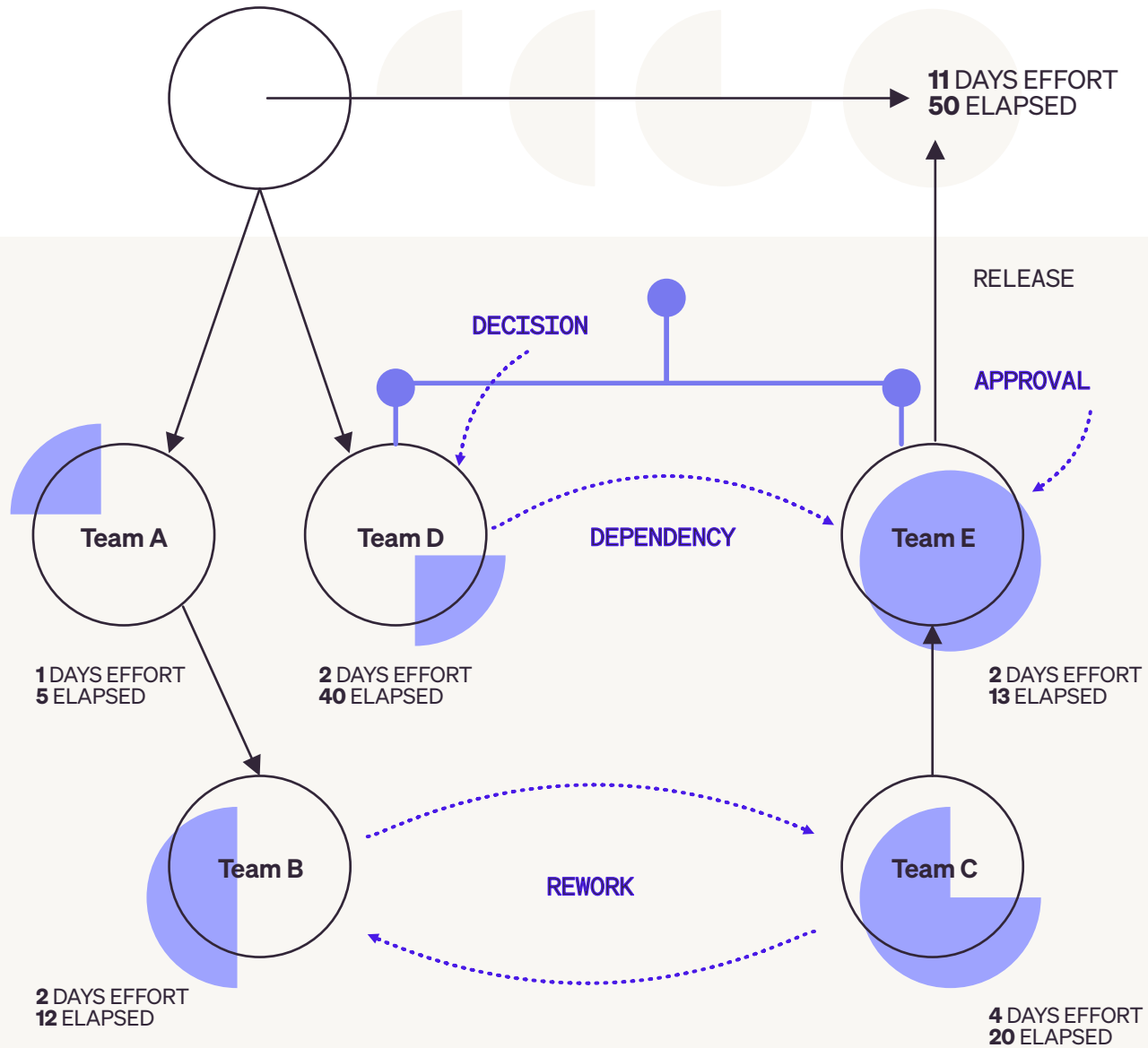
However, the goal becomes far more manageable for leadership by starting with a single Delivery Ecosystem guided by the delivery of value in a single hybrid team.

# Ideate | Create | Release | Operate

**11** DAYS EFFORT
**50** ELAPSED

RELEASE

DECISION

APPROVAL

**Team A**

**Team D**

DEPENDENCY

**Team E**

**1** DAYS EFFORT
**5** ELAPSED

**2** DAYS EFFORT
**40** ELAPSED

**2** DAYS EFFORT
**13** ELAPSED

**Team B**

REWORK

**Team C**

**2** DAYS EFFORT
**12** ELAPSED

**4** DAYS EFFORT
**20** ELAPSED

# Goals of establishing the Delivery Ecosystem

## Demonstrating a small working end-to-end feature

Deliver the first feature that uses your future organisation's technology deployed through the new pathway to production. Demonstrating this is a powerful way to show early benefits and build confidence.

## Demonstrate the power of the Delivery Ecosystem through flow metrics

If flow metrics are in place in other parts of the organisation (through Spotlight), they can provide an indicative flow time and flow efficiency baseline. If not, then a few hours of detective work looking at data in work tracking tools or code source control is usually sufficient to get an approximation.

It is not uncommon to see an order-of-magnitude improvement in feedback loops accompanied by significant improvement in flow time and flow efficiency in the Delivery Ecosystem compared to the broader organisation.

## Provide an optimal learning experience in the Delivery Ecosystem

The third goal is to ensure that the Ecosystem provides an optimal learning experience for team members as they join.

To create an optimal learning experience, the Ecosystem must prioritise the onboarding experience for new product engineers. Individuals should be able to dive in and start experimenting quickly without being bogged down by complex set-up processes or cumbersome dependencies.

Onboarding should be fully automated, providing fast feedback and a great developer experience from the start. Ideally, a product engineering team member can work effectively within an hour or two after following a documented onboarding approach.

## Create a shared understanding of ways of working

The final goal is to create a shared understanding of ways of working. This encompasses all aspects of the delivery process through ideation, discovery, hypothesis creation, value filtering, product engineering, quality practices, deployment, release, operation, feedback and learning.

None of these practices are set in stone, nor should they be perfectly mature at this point in time. The aim is to have sufficient alignment on the value of the practices and the ability to execute them without friction within the Ecosystem.

# The Delivery Ecosystem engagement process

### From friction to flow

Establishing and embedding a Delivery Ecosystem helps you move from friction to flow. To uncover/discover friction, see our **Discovery process**. To measure flow, take a look at our **Spotlight service**

## Establish

We use established and emergent patterns to build a flow-optimised, human and technical Ecosystem that can deliver slices of value fast. We also consider how best to start refactoring your architecture and code.

It's worth noting that the timeframe for establishing a Delivery Ecosystem should be relatively short – no more than six to eight weeks. This focused, time-boxed approach ensures that your team remains laser-focused on the goal of finding and delivering value to your customers. Avoid the temptation of creating the 'perfect' Delivery Ecosystem at the expense of customer value.

## Embed

To build confidence in the Delivery Ecosystem, we help one or two teams form the new habits that allow them to incrementally deliver slices of value while displacing legacy.

As your Ecosystem evolves, we'll help you navigate the complexities of integrating with heritage systems, adapting to organisational policies, negotiating with technology stakeholders and ensuring governance through automation and observability.

The Delivery Ecosystem equips your team to tackle these challenges head-on with the agility and flow needed to succeed.

## Results and insights

- Use flow metrics and DORA metrics to demonstrate improvements

- Flow time and flow efficiency should show significant improvement

- Flow distribution will demonstrate improved quality with lower rework levels

- The pathway to production will show improved deployment frequency and resilience

## Pricing

Establishing a Delivery Ecosystem is tailored to your requirements and works for any size business:

**From $150k (AU$) for 12 weeks**

# The result of successful implementations...

*"We were delighted by the level of experience and professionalism and the actual results of our partnership with HYPR. Teams which had become 'stuck' have become excited about the future, trying new technologies, adopting new approaches and seeing this all come to fruition in features that give our customers a better experience. Veterinarians can now be more effective and focus on the work that matters and we're all delivering against our core purpose"*

**Darryn Pegram, General Manager, ezyVet (IDEXX)**

*"The synergy between HYPR and our teams grew and that's when the capability uplift really kicked in. It took just eight months before we were truly thinking and fishing for ourselves. Working with HYPR got us to a place of confidence – seeing what the future looked like, how to get there and teaching and supporting our people along the way"*

**Roxanne Salton, CDO, Southern Cross**

*"By having a combined team of HYPR's experts and our own technologists, supported by our senior leadership, it gave us great alignment and a high level of confidence. The patterns and approaches HYPR helped us develop came together quickly and, by having a high-calibre team actually building in tandem with our planning, it demonstrated exactly how we could achieve our goals and proved that they would work in the real world"*

**Nick Langstone, Head of Architecture, ezyVet (IDEXX)**

# Engagement Model

Build your world-class product engineering practice. Optimise the flow of customer value and build in the adaptability required for business model innovation

## ALIGN

We seek to understand your vision, objectives and desired outcomes. We explore the constraints you face and a timescale for transforming your delivery system

## DIVERSIFY

Using the Delivery Ecosystem, the teams are able to explore more adjacent or radical pools of value

## FLOODLIGHT

A comprehensive assessment of the maturity of your product engineering practice at the system level. Delivers critical insights on constraints to flow and helps align stakeholders about the improvements you need to make

## SCALE ECOSYSTEM

We bring more teams into the Delivery Ecosystem, uplifting capability across your product engineering practice

## SPOTLIGHT

Measures the current flow of value through your system. Compares your performance against industry-recognised benchmarks. Provides expert guidance on how best to optimise flow

## EMBED ECOSYSTEM

To build confidence in the Delivery Ecosystem, we help one or two teams form the new habits that allow them to incrementally deliver slices of value while displacing legacy

## CREATE ECOSYSTEM

We adapt proven patterns in your context to create a flow-optimised, human and technical ecosystem that can deliver slices of value fast

12 MONTHS +

1 – 6 WEEKS

8 – 16 WEEKS

PROGRESS AT SUSTAINABLE PACE



10
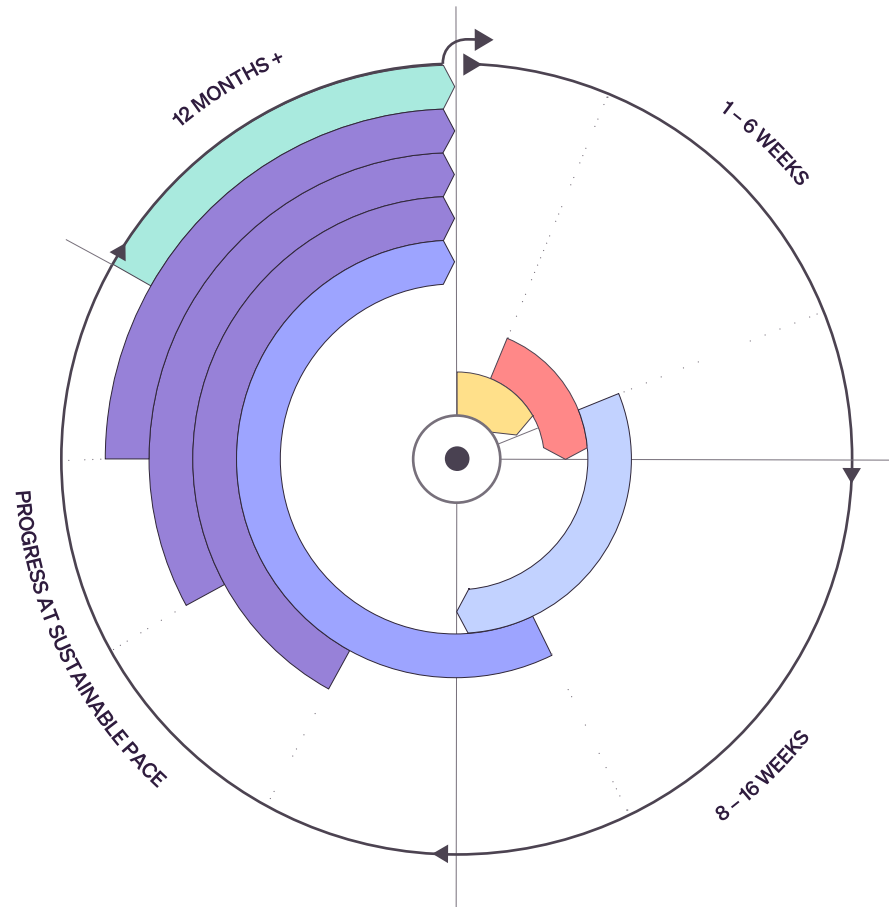
# HYPR

www.hyprinnovation.io

# CONTACT US NOW – WE'RE READY TO HELP

**Gillian Clark – Partner**
gillian@hyprinnovation.io

**Gareth Evans – Partner**
gareth@hyprinnovation.io

**Ajay Blackshah – Partner**
ajay@hyprinnovation.io