

INFOSYS AGILE RADAR 2021

Drive Business Value. Faster.
Banking, Financial Services, and Insurance Industry (BFSI)

Agile has spread beyond IT

We found that doing Agile well leads to increased business growth and better business and IT outcomes.

In fact, there's a **63%** chance of growth ahead of peers using a seven-lever Agile approach.

We surveyed

1000 Business and IT executives | **07** Industries and countries

These are: Customer insights | Customer-centric teams | Collaboration across boundaries | Self-organized teams | Upskilling | Agile workspaces with open layouts | Go remote

When it comes to BFSI

Firms showed average Agile capability and business performance with legacy thinking as a top concern.

IT performance is also lacking.



However

The industry has many Marathoners – mature Agile firms with Agile high adoption.

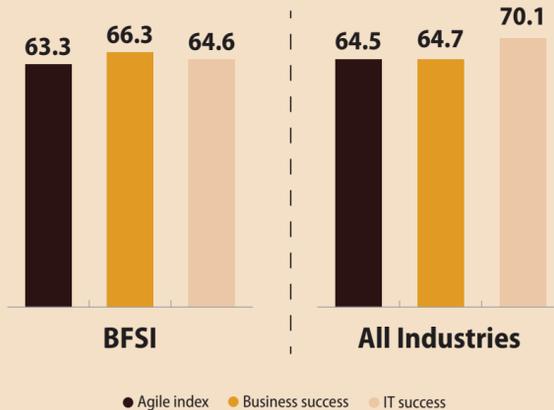
IT investments in Agile scaling frameworks and DevSecOps will also help in the future!

How does BFSI compare to other industries?

Agile index: Refers to a firm's holistic Agile capability, as measured by the effectual working of 13 Agile levers

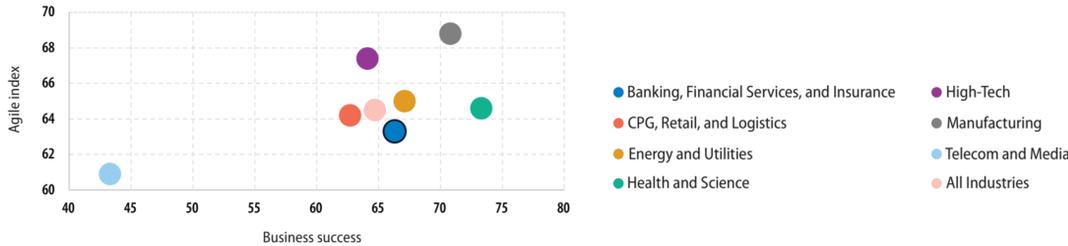
Business success: How effective a firm's Agile behaviors are at driving business outcomes

IT success: How effective a firm's Agile behaviors are at driving IT outcomes

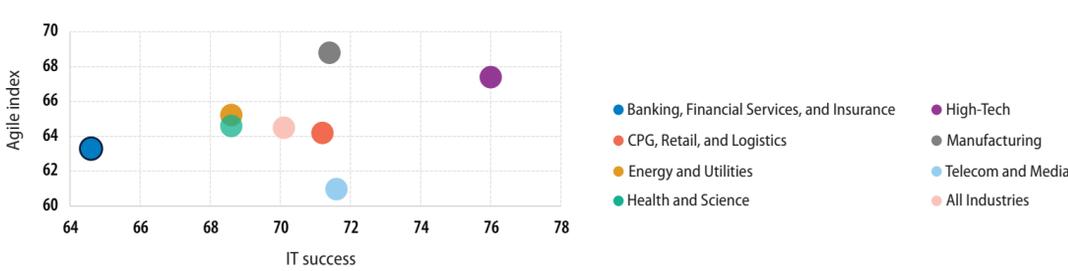


Industry comparisons

Agile index versus business success



Agile index versus IT success



And when it comes to:

BFSI

Top business investments

- Product management
- Reimagining customer journeys

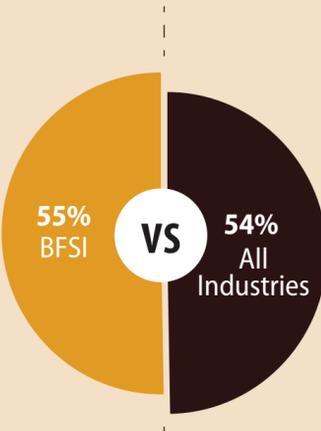
Top IT investments

- Agile scaling frameworks
- DevSecOps

Top concerns

- Legacy systems and thinking
- Organizational culture

Agile presence beyond IT



All Industries

Top business investments

- Product management
- Reimagining customer journeys

Top IT investments

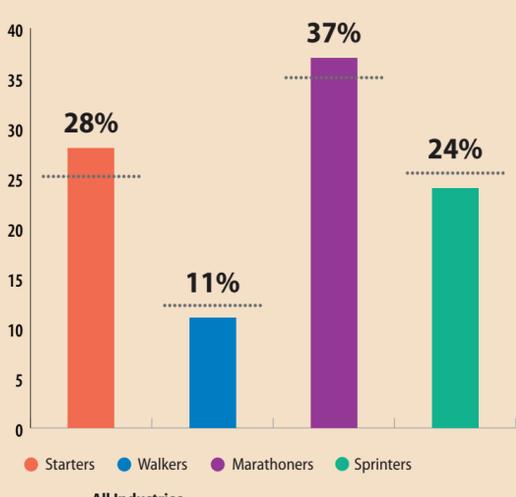
- Product management
- DevSecOps

Top concerns

- Cross-functional collaboration
- Business misalignment

Based on the survey

- We found four Agile Archetypes
- With Sprinters ahead of all, in our Agile Index



BFSI had a relatively lower number of Sprinters than average, and more Marathoners



To do better and sprint ahead of the competition, firms in BFSI should:

- Put a stronger focus on customer journeys
- Take a product-centric approach to value delivery
- Make investments in upskilling and in virtual workspaces

Learn more!

Have you taken the Agile Radar Experience yet? If not, go to www.infosys.com/agileradar

Connect with us at agile_devops@infosys.com so we can help you move up your game!