

CASE STUDY

BLUE CROSS BLUE SHIELD'S
FEDERAL EMPLOYEE PROGRAM
OPERATIONS CENTER (FEPOC)

THE SITUATION

CC Pace was engaged by BCBS's FEPOC as a strategic partner to support its application development efforts and the modernization program, including to help lead them through their Agile transition.

THE APPROACH

CC Pace has played a key guiding role at FEPOC, having trained and coached dozens of teams in Scrum, Kanban, SAFe and Agile techniques, and CC Pace continues to provide regular coaching and training to teams and leadership. CC Pace technical coaches have assisted in the introduction of Acceptance Test Driven Development (ATDD) and DevOps to several pilot teams.

CC Pace introduced the SAFe scaling framework for two of FEPOC's larger programs and mentored several ScrumMasters to take on the Release Train Engineer (RTE) role. CC Pace is now working with the Infrastructure and service groups at FEPOC to utilize Kanban and integrate planning with the Scrum teams and programs for better delivery. The DevOps group is one of the first to utilize Kanban for joint planning and delivery.

CC Pace provided the leadership to establish a DevOps environment for the MyBlue customer eService web and mobile applications. CC Pace worked with both FEPOC and the Blue Cross/Blue Shield Association (BCBSA) on the Digital Experience program to create alignment across 12 teams and suppliers, including WebMD, ChipRewards and Alegius.

THE RESULTS

FEPOC's transition to Agile processes and methodologies has improved throughput, alignment to business objectives, and organizational efficiency. CC Pace has been an integral partner throughout this transition.

ABOUT BCBS (FEPOC)

Blue Cross Blue Shields Federal Employee Program offers a comprehensive suite of resources to help current and prospective members choose the best medical, dental and vision plan for them and their families, including the AskBlue medical, dental and vision plan finder tools, prescription drug cost tool and health cost advisor tool.

ABOUT CC PACE

CC Pace is a business and technology consulting firm headquartered in Fairfax, Virginia. For over 40 years, CC Pace has built its reputation on an unwavering commitment to customer satisfaction and is nationally recognized for solving business problems and delivering high-impact results. CC Pace specializes in the mortgage banking and financial services industries and our clients appreciate that we have a deep understanding of their business. Our domain experience allows us to design solutions to not only meet their needs, but achieve both measurable bottom-line results and significantly improve business execution.