The evolution of Zero Dependency

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We developed the Zero Dependency framework through our work with four customers. They each had unique challenges but one wish in common: to independently manage and own the technology that powers their business success. This is the evolution of Zero Dependency.

We planted the seed that grew into our Zero Dependency framework during our project with luxury brands retailer Yoox Net-a-Porter (YNAP).

YOOX NET-A-PORTER GROUP

Full in-house ownership of the platform after
18 months

70%
of junior engineers promoted to senior roles within 18 months

The challenge

YNAP was seeing skyrocketing online sales after forming from a merger in 2015, and decided to build a new ecommerce platform to meet demand. They wanted to develop in-house knowledge of how to build, deliver and maintain the platform – all on a tight budget.

Addressing the challenge with Zero Dependency
We proposed a plan that would address YNAP's requirements on in-house capability and budget all in one.

– We hired in a permanent team of junior engineers, selected for their aptitude, attitude, and right cultural fit.

– We upskilled the junior engineers by pairing them with our most senior technicians, who to mentored and upskilled them whilst building the platform together.

Clear Channel

The challenge

We had previously helped Clear Channel's UK team to modernise their operations through a microservices platform. The international entity was keen to catch up, and enlisted our help to develop DevOps maturity and a microservices architecture.

Addressing the challenge with Zero Dependency
To introduce Clear Channel to DevOps, we ran a maturity assessment to evaluate their organisational structure, ways of working, tech stack and technical capabilities.

– This produced a set of actionable processes that they could independently implement to enable a DevOps-friendly culture.

– Our engineers built a proof of concept for a microservices architecture that helped Clear Channel radically modernise its operations.

– In parallel, our teams coached Clear Channel's in-house teams on the technologies and ways of working that we leveraged to build the solutions.
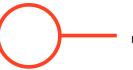
Zero Dependency evolved further through our work with out-of-home media company Clear Channel.

We coached their teams to DevOps maturity, and built a proof of concept (POC) that would shape their supplier-independent transformation roadmap.

Full Zero Dependency after
6 months

Microservices architecture replicated across the business

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We built a testing framework for our public sector customer, upskilled their in-house teams on running and maintaining it, and ensured lasting value by training them to replicate the technology across the organisation.

HM Revenue & Customs

Story points delivery sped up by
25%

3 million declarations successfully processed within a week

The challenge

Our customer was building a greenfield import control system to handle an increase in customs declarations to 90 million per year post-Brexit. This called for a reliable safety and security system with an independent, automated testing framework to form its backbone.

Addressing the challenge with Zero Dependency
– We implemented an API automation testing framework encompassing test management, component testing, performance testing, systems integration testing, operational acceptance testing, and end-to-end testing.

– Our teams upskilled our customer's staff on agile ways of working, ensuring they could use them to understand the project's requirements and success criteria.

– We documented our work in depth, and ran a series of sessions to ensure a complete knowledge transfer to the in-house teams.

Thames Water

The challenge

Thames Water wanted to build an in-house SI system as an integral part of their digital transformation. They needed a partner with the technical expertise to migrate their workloads from their legacy platforms to the cloud. And they wanted to avoid future lock-in with a technology vendor by developing the in-house skills to own and manage their new cloud-based solutions.

Addressing the challenge with Zero Dependency
– We built a team to design the new cloud-based platform and to lift and shift Thames Water's legacy applications.

– We hired in a team of junior engineers—pre-vetted for their excellent potential—to stay on as permanent staff.

– Our most senior engineers mentored them through an intensive 12-month upskilling programme, ensuring they were fully capable of maintaining the new platform.

With Thames Water, we rolled out the fully-fledged version of Zero Dependency.

We liberated them from lock-in with a previous legacy SI supplier and helped them build, own, and manage their new in-house version.

Thames Water's journey to cloud platforms accelerated by
25%

Thames Water exited the engagement with Zero Dependency on us as a supplier