

CASE STUDY

The Hartford Boosts Infrastructure Delivery and Business Alignment with Clarity

The Hartford

CLIENT PROFILE

Site: www.thehartford.com

Industry: Financial Services

Headquarters: Hartford, CT

The Hartford is a leader in property and casualty insurance, group benefits, and mutual funds. With more than 200 years of expertise, the organization is widely recognized for service excellence, sustainability practices, trust, and integrity.

CHALLENGES

Overcome stalled agile transformation and heavily entrenched commitment to traditional planning and infrastructure delivery practices across the business.

BROADCOM SOLUTIONS

Deliver business value and enable sustainable success by harnessing infrastructure portfolio management approaches, supported by the Broadcom Clarity software solution.

BENEFITS

Improved internal processes, enabling the delivery of better infrastructure solutions in less time on a consistent basis.

Business

The Hartford is a leader in property and casualty insurance, group benefits, and mutual funds. With more than 200 years of experience, the organization is widely recognized for its service excellence, sustainability practices, trust, and integrity. The Hartford sells products primarily through a network of independent agents and brokers.

Challenge

The Hartford has been pursuing an agile transformation and seeking to align with SAFe for several years, and has been tremendously successful. What started as a grassroots initiative driven by IT has become a strategic imperative for the organization.

However, The Hartford found itself reaching the point where further progress was limited. With a traditional approach to planning and work delivery, IT was structuring their work as projects that were not allowing them to create permanent teams. Instead, they were investing time and effort into creating and disbanding teams, limiting further productivity improvements in infrastructure operations and enhancements.

The Hartford has been around for a long time and had been delivering work using traditional project management approaches for a long time. If that was going to change from a business perspective, there needed to be a compelling reason for infrastructure modernization and strategic investment.

Solution

The Hartford decided to implement an infrastructure portfolio management (IPM) approach using the Broadcom® Clarity® software solution. The initiative was driven by the IT function within the critical medium and large commercial (MLC) line of business. Reaching out to their business partners, this group presented the advantages of Clarity, with a focus on the ability to better ensure that the right infrastructure investments were being carried out, while also providing greater insight and transparency into what was happening.

The MLC IT team was supported in their endeavors by the ability to leverage Clarity. This enabled the group to define and manage strategic infrastructure portfolios. Further, it also provided all stakeholders with insight into those portfolios. Business leaders were able to plan and prioritize infrastructure work based on strategic objectives, with an understanding of how value would be delivered. Work teams could see how their efforts were contributing to organizational success in delivering and maintaining critical infrastructure.

Both feature lead time and time to market is down, predictability is up, and our business partners have confidence in their planning decisions and our ability to deliver reliable infrastructure.

MIKE GIBSON, PORTOFLIO
LEAD, MLC, THE HARTFORD

Solution (cont.)

Critically, Clarity also allowed IT to continue their agile transformation, seamlessly adapting to concepts like permanent teams, without requiring any compromises in how they wanted to operate their infrastructure delivery models. Clarity also allowed business teams to adjust to IPM as they were comfortable. Rather than being forced to embrace lean business cases, story point estimating, and similar practices immediately, these teams could wait until they were ready to apply them to infrastructure projects.

Benefits

Mike Gibson, Portfolio Lead within the MLC line of business, recognizes the benefits that The Hartford has been able to achieve. Gibson said, “Both feature lead time and time to market is down, predictability is up, and our business partners have confidence in their planning decisions and our ability to deliver reliable infrastructure.”

At the same time, as business team confidence has grown, the benefits have expanded.

Lean business cases are now being used, and the benefits are being recognized and appreciated for infrastructure initiatives. Portfolio burn up charts from Clarity are being used to facilitate discussions with the business. By stripping information down to just the essentials, IT and business stakeholders can focus on how to overcome challenges and improve infrastructure performance.

Other lines of business within The Hartford are now also looking to evolve to Clarity, providing the promise of further performance improvements, with stakeholders confident in both the concept and the tool that supports it for managing their diverse infrastructure needs.

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