**Engineer** Software

# Overhauled internal processes, saving 8,000 hours

Overhauled internal processes, saving 8,000 hours by improving software architecture, systems, and scheduling efficiency.

2015 – 2022

## 8,000

hours saved by overhauling how the work ran

**Situation.** The way things were done internally had accumulated the usual cruft — software architecture that had grown by accretion rather than design, systems that worked but not efficiently, scheduling that left people either waiting or slammed. None of it was on fire, which is exactly why it had been left alone, but it was quietly costing a lot of time.

**Task.** The aim was to overhaul those processes — to go find the waste and take it out rather than keep paying for it.

**Action.** The internal processes got reworked across three fronts: the software architecture, so it was something you could reason about and build on instead of work around; the systems, streamlined so the routine work stopped taking longer than it should; and the scheduling, so capacity was actually matched to the work. And the changes were made to stick — embedded in how the team operated rather than left as a memo everyone nodded at and forgot — because process improvements that aren't made permanent just decay back to the old way.

**Result.** The overhaul saved roughly 8,000 hours by making the architecture, systems and scheduling meaningfully more efficient. That's capacity that went straight back into higher-value work instead of into overhead nobody had thought to question.

### Bring this experience to your project

Use “Overhauled internal processes, saving 8,000 hours” as a starting point for a similar challenge in your organisation. The services behind this work are available for your project. The shape of a system worked out on paper first, so the parts fit and the cost is known before anyone writes code.

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### Look behind the result

Read the situation, decisions and result in this example. We can discuss which parts transfer to your constraints and which need another approach. Overhauled internal processes, saving 8,000 hours — 8,000 hours saved by overhauling how the work ran

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## Is technical debt slowing you down?

Talk through your project with the engineer responsible for delivery. We agree the scope, price basis and handover in writing before work begins.

Role context: Infrastructure Engineer. It draws on Platform Architecture, Solution Architecture, Infrastructure, Automation & CI/CD, Performance Tuning, Technical Leadership and Project Management. And while you are here, we are rather good at Platform & Solution Architecture, DevOps & CI/CD Automation, Technical Leadership & Consulting and Project Management (Agile).

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## One piece of **a longer record** — and it is all on this site.

Every entry is written the same way: the situation, the task, what we did and what changed.

**See the whole record**

### Define the improvement you need

Describe the workflow, the existing interfaces and the users who need the change. We can define a testable delivery and a handover that lets your team maintain it.

**See what it costs** Get in touch →

# Is technical debt slowing you down?

Ask about the decisions behind “Overhauled internal processes, saving 8,000 hours”. You will speak with the people who can explain the work and assess your own project.

**Explore our services**

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