



Brink's, Incorporated

**Secure Logistics.
Worldwide.**



Agenda

- Introduction to Brink's Incorporated
- Background
- Complexities
- Agile Approach
- Challenges
- Results
- iDoc





The Brink's Family

The Brink's Company

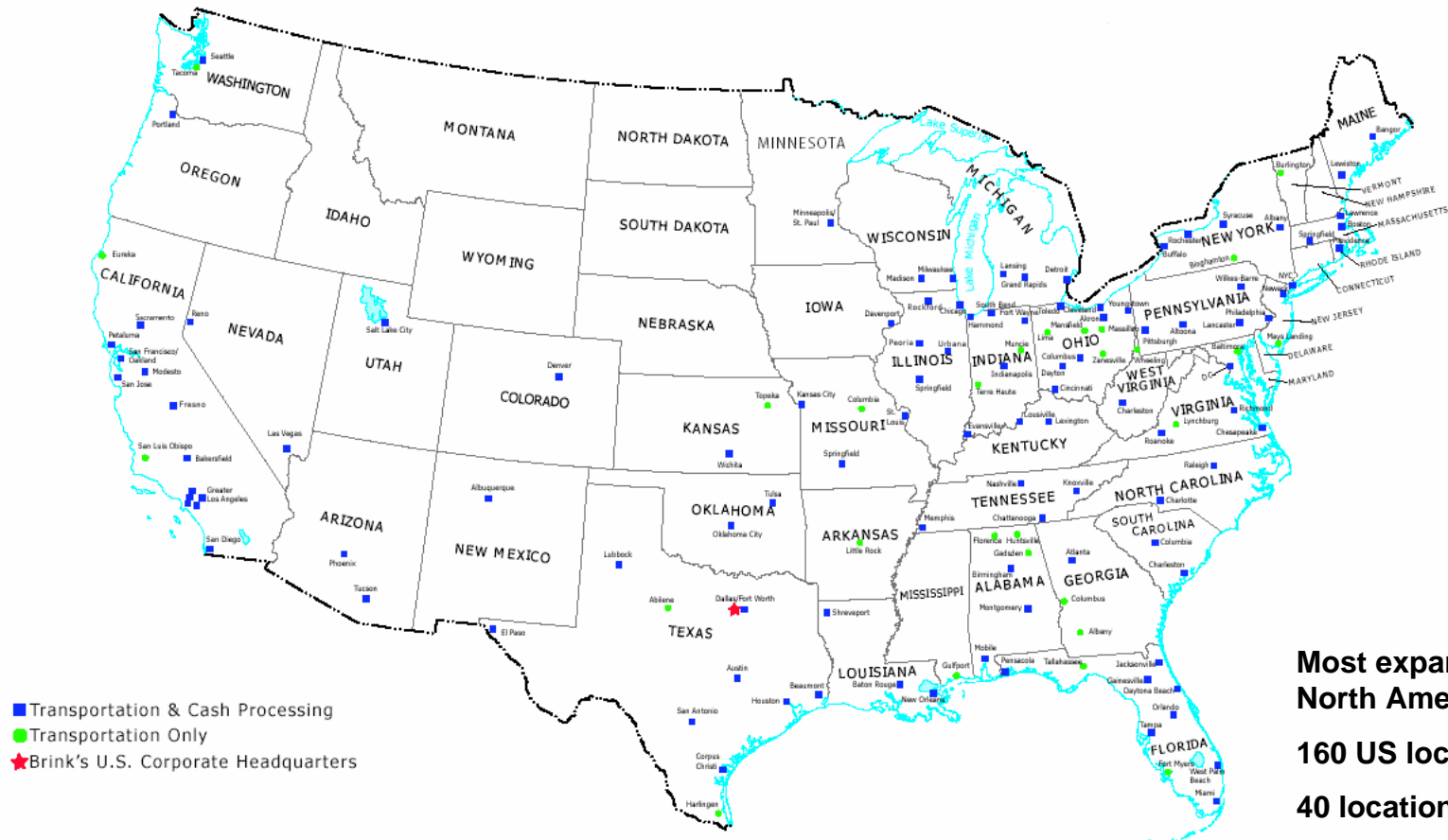


Residential alarm systems
and services



Secure Logistics. Worldwide.

Nationwide Footprint



Most expansive footprint in North America

160 US locations

40 locations in Canada

2,200 trucks



Brink's, Incorporated



More than armored cars.

Comprehensive Services

Cash in Transit

Cash Processing

CompuSafe® Service

ATM Services

Coin Processing

Virtual Vault Solutions

Check Imaging

Brink's Global Services

Brink's Data Solutions

Tailored Industry Solutions

Financial Institutions

Retail

Restaurants/Hospitality

Sports and Entertainment

Healthcare

High-Tech Solutions

CompuSafe® Family

Brink's iCash System

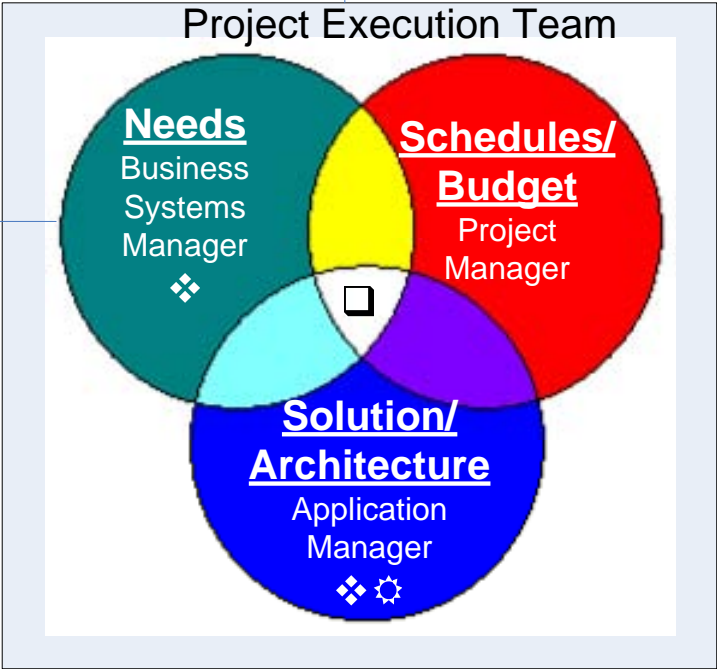
Brink's Engineering

Technology Innovations

Our Team

iTrack Project Governance
Project Steering Committee □

End User Needs
Client Focus Team ⚙ □



- ❖ – iDoc Creator
- ⚙ – iDoc Consumer
- – Simulation Reviewer



Initiative Challenges

- Replace key (line of business) CIT trucking application
 - Must do better than previous mobility project and existing legacy application
- Retain (or take advantage) rich user interface capabilities and processing
 - Data entry speed must not be compromised
 - Mouse interaction must be minimized
- Incorporate Agile development methodology

Complex User Interface

- POC caused discussion and revealed technical direction
 - Enabled early on course change that had minimal cost and schedule impact
- Business team coalesced strategic direction with functional mockup
 - Supplanted 6 person-month prototype by technical team
- Technical team proved POC revelation



Agile Approach

- Work done in focused 2 – 4 week iterations
 - Developers able to focus on features
- Able to focus on the absolutely necessary
- ‘Lighter’ documentation
 - Created iteration focused scope documents
- Environment encouraged one-on-one interaction
 - Workflow questions addressed immediately
 - Team members received and acted on feedback immediately
- Enabled early implementation
 - Subset of functionality piloted May 2006



Development Challenges

- Technical team buy-in
- Perception
 - UI micro-management
 - Inhibiting developer creativity
- Understanding the limitations and tendencies of our people



Collaboration

- Mutual trust developed between business and project team members
- Simulation developed by committee
 - Business and Project team members
- White boarding discussion on the big screen
 - Business and Project team members



Results

- Critical project decisions made early
- Improved relationships between business and IT
 - iRise vs. Agile
- Greatly reduced UAT cycles
 - Historically stretched projects beyond budget and schedule constraints
- A system that has been better received by our users
 - Better than any other enterprise application released to date at Brink's

WYSIWIS

- **What You See Is What I See!**
 - From “Serious Play: How the World’s Best Companies Simulate to Innovate” by Michael Schrage
- We got there before one single line of code was cut!
 - Steering Committee
 - Client Focused Team
 - Business Team
 - Project Team
- iTrack implementation at branches started April 2006



iDoc

- *Caveats.....*
 - Not an externally facing application
 - Operationally is a truck routing and high speed data entry application
- iDoc's
 - POC
 - Trucking
 - Vaulting