

Dedicated Global Team for a Medium Sized Business

Client

A medium sized publishing company catering to the needs of the self-publishing market.

Client's Challenges

- ☹ Cost escalation of software development
- ☹ Lack of qualified talent pool locally
- ☹ Improve the velocity of application delivery
- ☹ Inability to meet its growing global demand for applications delivery

Client's Concerns About Outsourcing

- ☹ Control of software quality and development schedule
- ☹ Quality and retention of the talent
- ☹ Cultural and communication issues
- ☹ IP security

Enter Suyati's Dedicated Global Team Model

The Client decided to outsource some of its IT application development functions and settled on Suyati's Dedicated Global Team model because both its challenges and concerns would be addressed.

What Was Done?

The Client signed a flexible contract with Suyati to create an initial team of five people based on its requirements. The initial team consisted of a Technical Lead / Sr. Architect and three mid-level Software Engineers and an entry level Software Engineer. The team members had excellent experience from reputed companies and universities and were specifically hired to work on the Client's projects. The team was assembled in three months with the Client approving every resource through an intensive interview process, which included technical interviews by the client's IT Manager/team in addition to multiple rounds of technical and attitudinal interviews from Suyati's panel.

Suyati addressed the Client's needs by providing a transparent cost plus billing approach with the flexibility to hire the right talent from the market using Suyati's exclusive recruiting networks in India. The Client Controlled the project planning and managed the team's outputs while Suyati provided excellent infrastructure, HR counseling and management support to ensure maximum utilization of the resources. Within three months after the inception of the First team of five, the client decided to add more resources and now their team has grown to a size of 16 in six months and continues to deliver maximum value.

The Client was happy to note that all its concerns about outsourcing were successfully addressed by Suyati. Cultural and communication issues were minimized due to proactive management from both Suyati's and Clients key managers. Suyati's network, physical and video security and the management's commitment ensured that the Client's IP was in safe hands. Furthermore, Suyati has provided the Client with future options to migrate to its own dedicated center with a build-operate-transfer or a joint-venture relationship.

Client's Feedback

Our primary stakeholder, the Client's CIO has stated that *"Suyati's Dedicated Global Team model has offered us the opportunity to continue our high quality, rapid software development while effectively managing our IT spend, by using Suyati's transparent cost driven model. The DGT model allows us to work closely with Suyati to hire the most talented people in the market – at a fraction of our historical cost – and offers us great flexibility in scaling and deploying those resources. I highly recommend this model; it has delivered and continues to deliver long term value for us..."*

Results and Current Status

It has been nine months since the contract was signed and now the team has 16 members with various skill sets to support the Client's global operations. The average billing rate is \$22.3/hr for a top notch team hired by the Client based on its specific requirements which is approximately one third the average rate for a similar engagement with a local IT outsourcing service provider.

The Client treats its Dedicated Global Team as its own, and is playing a key role with Suyati in retaining the talent for the longer term.