
Off-shore Dedicated Centre for Service Delivery and Remote Staff Augmentation

Illustrative Approach Document

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Context

- In case there is no policy for outsourcing or outsourcing is done on need basis.
- In the present state, costs associated with outsourcing are high.
- The management strategy is to expand/complement current teams and achieve scalable and cost effective operations.
- Building capable resource pools to augment current teams.
- There is a need to outsource multiple programs and work items; to minimize management and transition overheads.
- Reduce overall TCO

Approach - Overview

Current State

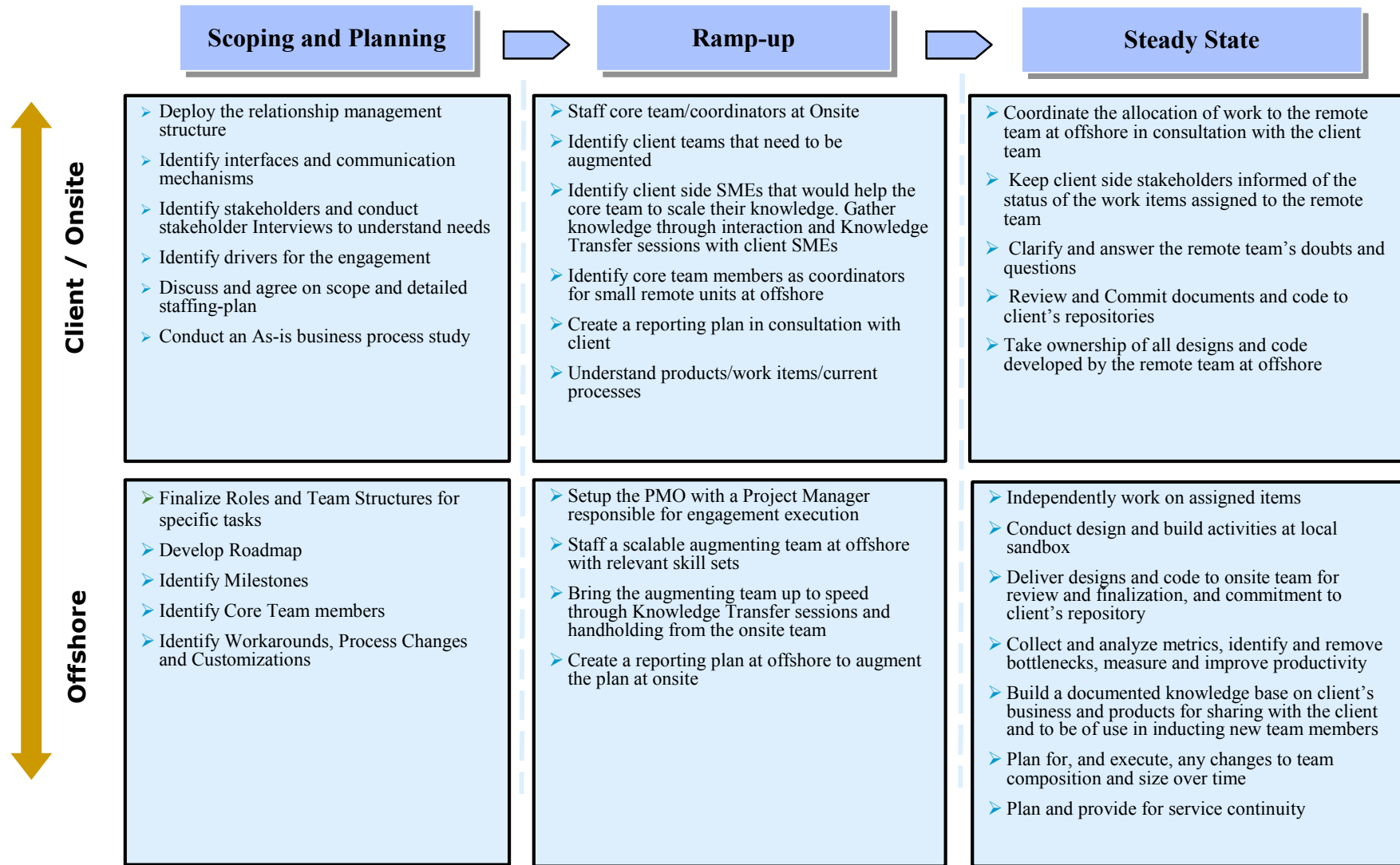
- **Need based outsourcing/Ad-hoc outsourcing policy**
- **High costs, scalability issues**
- **Limited outsourcing due to proximity concerns**
- **Need to optimize operations**
- **Need to focus more into core business areas**



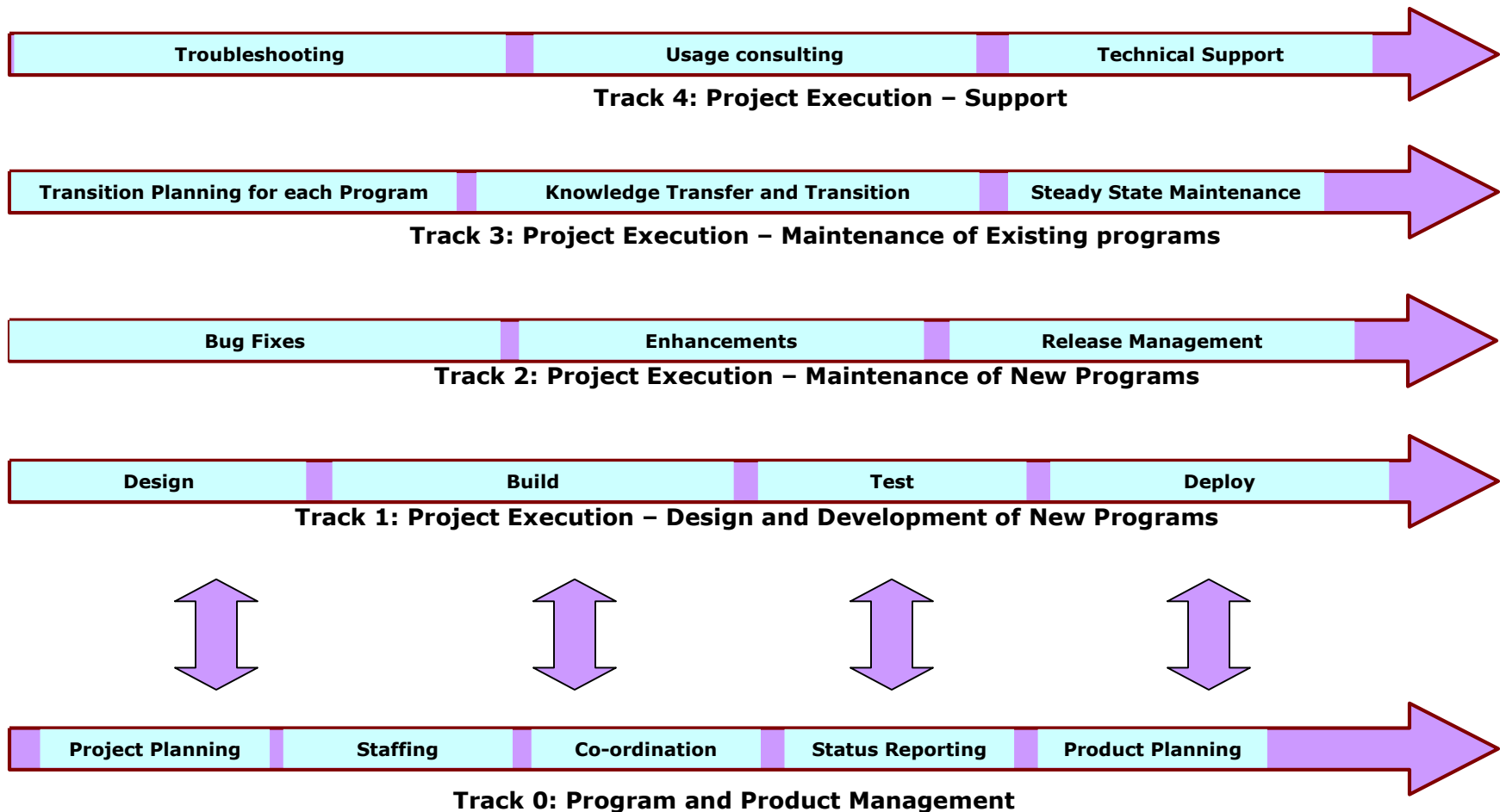
Future State

- **Structured outsourcing**
- **Leveraging remote team capabilities – offshore dedicated center**
- **High scalability and manageability**
- **Technical ownership delegated to offshore, while you control strategy**
- **Lower costs of ownership**

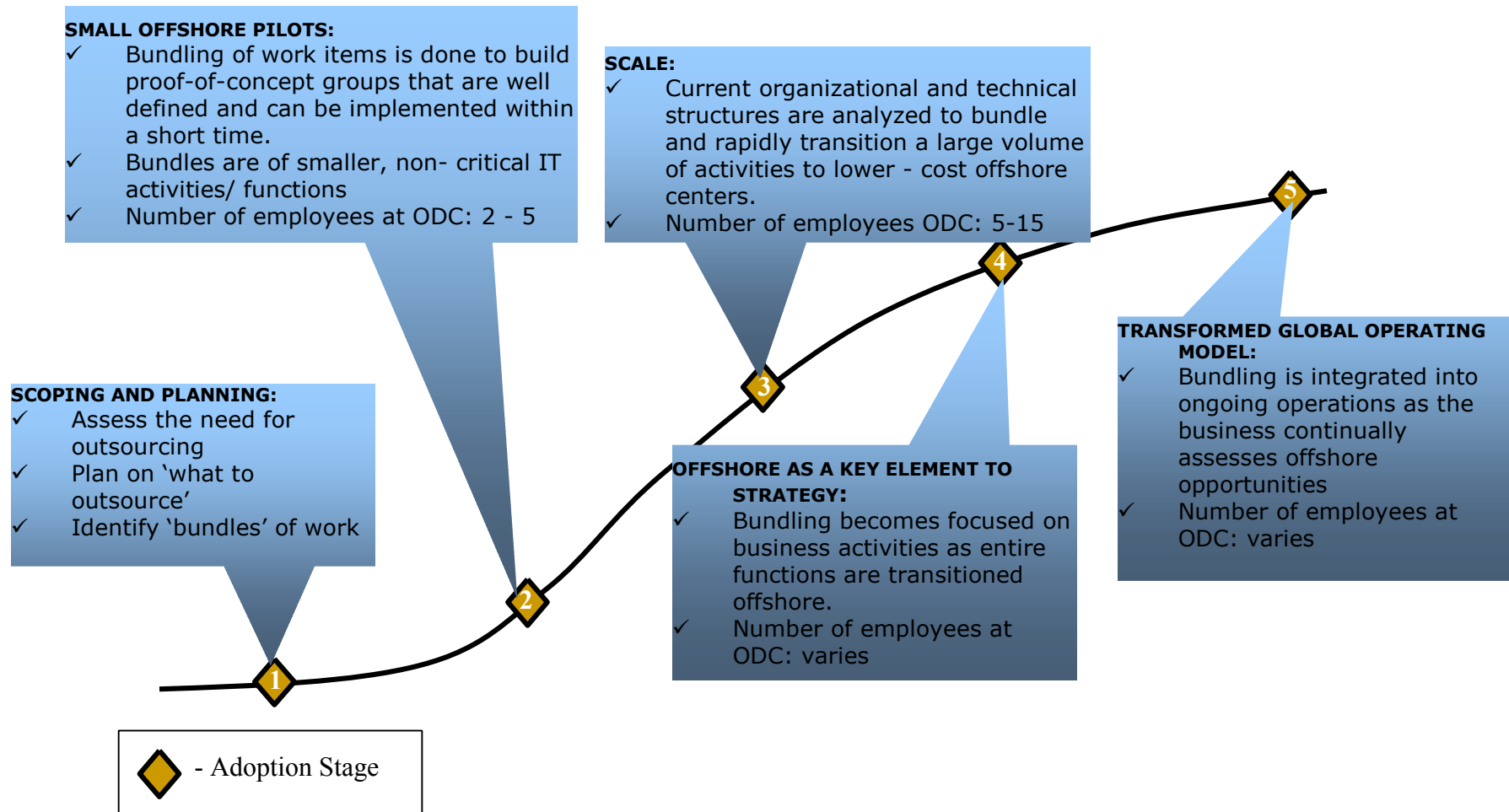
Approach - Phases



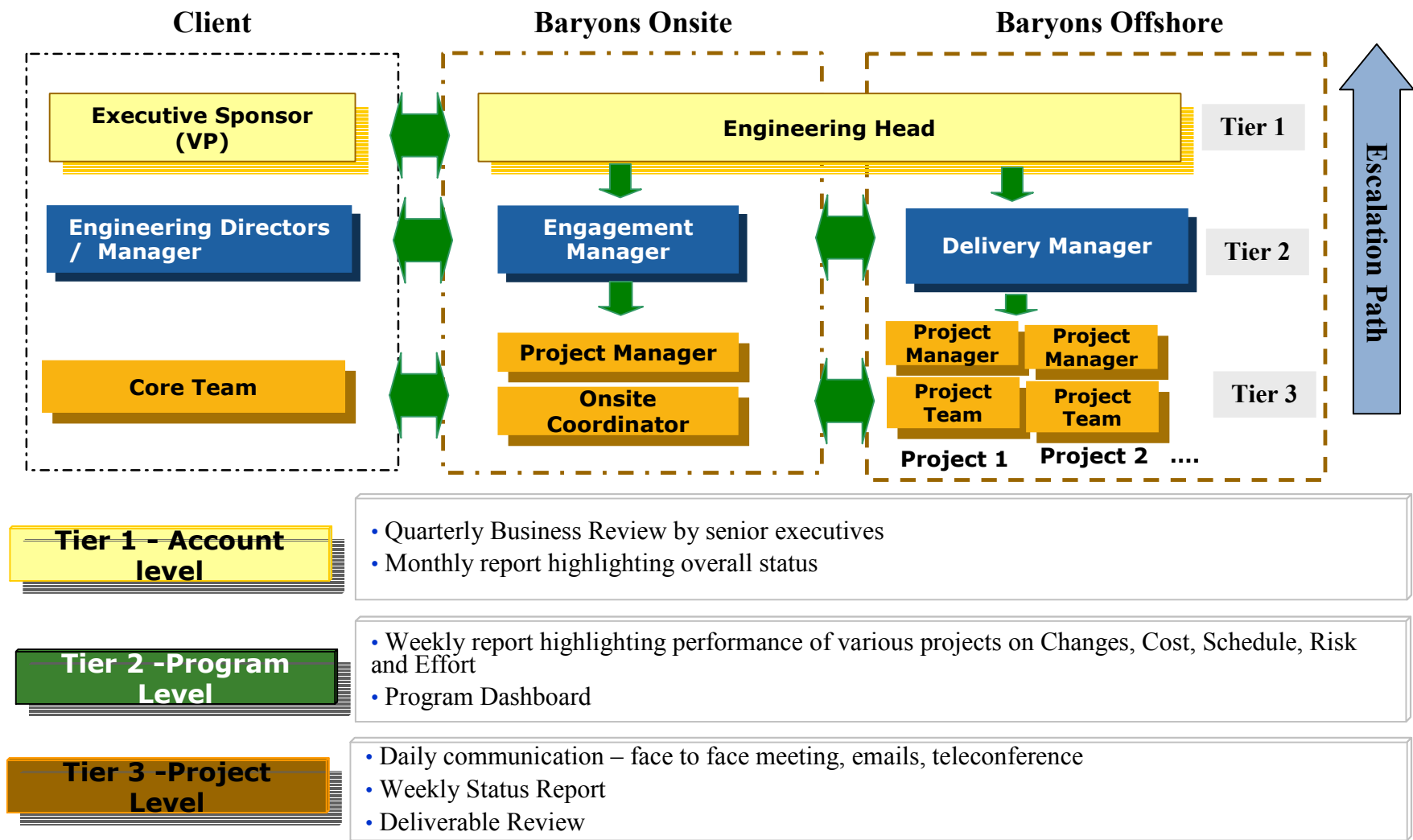
Approach – Multi-tracking



Approach - Engagement Maturity



Approach - Governance



Critical Success Factors

- Milestone based delivery for each Program/Project/Sub-project
- All stakeholders of the Off-shoring (and ODC setup) program should be identified and must buy into the concept
- Senior management sponsorship from client side as well as the vendor's side
- Identification and mitigation of all risk factors as a continuous process
- Piloting and phased approach to off-shoring
- Availability of a long term roadmap