



CASE STUDY: IT OUTSOURCING

Introduction to Remote Team as a Service Model

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Background:

We have been approached by Roomex, one of the leading companies in online booking services sector. At that time, they were outsourcing some of the work to an offshore company but were looking for a more able partner to fill the role.

The challenge was to establish a team to operate one of the client's internal IT systems on a daily basis, which generated a number of tasks to be completed by the offshore team.

Primary KPI for the client was cost efficiency, which was due to two factors: the quality of work completed (meaning that all tasks were completed correctly the first time around) and the time needed to complete a single task. Ultimately, Roomex decided to stay with us and in time, expand the team and their scope of responsibilities.

Problem-solving methodology:

We have analysed the scope of work desired by the client and decided upon the skillset and personality traits that the future members of the team must possess. Our solution was a bit counter-intuitive. We decide not to pursue the obvious path, which was to focus on rapid completion of individual tasks, while cutting on quality of work. This approach would result in need of repeating tasks or worse: in increased workload on Client's internal team and lower cost-efficiency of outsourced work.

The model we've implemented was to focus on quality, having no less than 100% of tasks completed correctly and within a strict time regime. For this to be possible, we've needed to recruit the right people.

Results

At the end, we've managed to fulfil all of the intended goals. Each member of the team was able to reach the same efficiency as 3 to 4 employees of our predecessor. Furthermore, we've accompanied Roomex in a period of rapid growth and our team was expanded four-fold, in comparison to the starting roster.

InfoSoftware's "offshore team as a service" model was tested under extreme conditions, challenging our ability to plan recruitment pace, manage a rapidly rising workload and adapt to work in diverse time-zones.

