

OFFSHORING AND OUTSOURCING

Holistic Transformation Blueprint



About the Brand, Objective & Problem Statement

- **Brand** - A global multi-billion-dollar finance & payroll services provider headquartered in the US
- **Objective** - Business Process Offshoring assessment of all their corporate functions.

- **Problem statement** – The company was facing challenges in maintaining service quality, ensuring knowledge transfer, and managing cultural differences, which were threatening to disrupt client relationships and overall business performance.

Challenges

- ❖ Lack of standardized processes for knowledge transfer.
- ❖ Cultural and communication gaps between onshore and offshore teams.
- ❖ Inconsistent quality of deliverables from the new offshore team.
- ❖ Inefficient collaboration tools and infrastructure.
- ❖ Unavailability of reports got governance.
- ❖ Inadequate/unstructured training programs for offshore staff, increased speed to competency delayed learning curve.
- ❖ Resistance from onshore staff fearing job losses
- ❖ they could offshore additional corporate functions and save additional costs.

Solution From Vasutti

Implemented a comprehensive site management strategy focusing on:

- **Structured Knowledge Transfer:**
 - ○ Develop a detailed knowledge transfer plan with clear milestones
 - ○ Create comprehensive documentation and video tutorials
- **Cultural Integration Program:**
 - ○ Conduct cross-cultural training for both onshore and offshore teams
 - ○ Implement a rotation program for key personnel between sites
- **Quality Assurance Framework:**
 - ○ Establish clear quality metrics and KPIs for offshore deliverables
 - ○ Implement a robust quality check process with regular audits

- ○ Provide continuous feedback and improvement cycles
- **Talent Management:**
 - ○ Develop competitive compensation packages for offshore staff
 - ○ Create clear career progression paths and skill development programs
 - ○ Implement employee engagement initiatives to improve retention
- **Technology and Infrastructure Enhancement:**
 - ○ Ensure seamless connectivity and data security between sites
 - ○ Implement a 24/7 IT support system
- **Comprehensive Training Program:**
 - ○ Develop role-specific training modules for offshore staff
 - ○ Implement a continuous learning program with certifications
- **Efficient Work Distribution:**
 - ○ Implement a follow-the-sun model to leverage time zone differences
 - ○ Use project management tools to track and optimize workflow
- **Change Management:**
 - ○ Communicate transition benefits and opportunities to all staff
 - ○ Recognize and reward successful collaboration between sites

Results (tangible results with numbers)

- **30% Cost Reduction:** Achieved through process optimization and operational efficiencies.
- **Scalability:** Successfully scaled operations to handle a 200% increase in client demand within the first year.
- **50% Increase in Productivity:** Leveraging skilled talent and effective management speed to competency.
- **Enhanced Quality:** Consistent 99.9% accuracy rate in service delivery through SOP documentation and adherence.
- **Knowledge Retention and Enhancement:** Creation of a comprehensive knowledge base accessible to all teams. 50% improvement in knowledge transfer effectiveness.
- **Better Talent Management:** Reduction in offshore attrition rate from 15% to 5%



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Let's Collaborate!

Choosing Vasutti means partnering with a team dedicated to your success and equipped to deliver real, sustainable transformation.

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