

OFFSHORING AND OUTSOURCING

Streamlining Multi-Geography Operations



About the Brand, Objective & Problem Statement

- A large Middle East based Conglomerate was looking to offshore work to India for several processes to achieve cost benefits, customer satisfaction, productivity gains.

Challenges

The work was done across several geographies earlier leading to fragmentation, non-standardization, stakeholder dissatisfaction

Solution From Vasutti

- ★ Vasutti services with their vast experience into BPO and IT industries, significantly supported the transition from our On-shore companies.
- ★ Developed SOP's for all our 75 processes along with the necessary approvals from the respective stakeholders
- ★ Built unique Training modules for various verticals and necessary approvals taken to follow
- ★ Introduced a systematic training plan for new & Existing employees which is unique to the organization
- ★ Developed Quality/Audit parameters that will help the organization in validating the accuracy and efficacy of the employee productivity
- ★ Exclusive reports/Dashboards for Operations, Finance & HR teams for clear understanding of the overall performance and also helped in taking quick action on the revenue leakages
- ★ Instrumental in finding a new centre as a part of the expansion process and listed down all the challenges along with solutions during the movement
- ★ Worked hand in hand with our internal recruitment team w.r.t hiring and successfully onboarded the teams

Results (tangible results with numbers)

- Organizational SOP's are permanent asset to the company
- Training & Quality being a new subject to the organization has become a Policy of the organization

- Training modules built were appreciated by the entire organization and are followed across countries
- Structured approach while moving from one centre to the other helped us in hassle free transition
- Hiring the vertical heads along with their respective teams as per plan, helped in successful execution of the transition plan



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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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