

Hybrid Captive Center

Client

A leading multinational private equity, investment banking, alternative asset management and financial services corporation.

Business challenge

The client was looking for additional control of its outsourced software engineering and business process management resources, without taking on the complexity and risk of a captive operation in India:

- Too many disparate vendor relationships
- Lack of visibility into resource effectiveness or costs
- No option to take over direct resource management in extenuating circumstances (regulatory direction, vendor financial distress, etc.) or due

Approach

ThoughtFocus partnered with the client to implement a fully contained facility in India, providing full transparency to all aspects of the operation including predictable annual budgets :

- Full transparency to all costs with separate reporting and expense approvals
- Additional leadership brought in from the client
- Fully functional within 90 days
- Created an extension of the client's culture and organizational structure, while leveraging ThoughtFocus best practices
- The client's security and risk management policies were extended to the

Results

The client's hybrid center quickly grew to 60 resources and by early 2016 reached to 200⁺ resources.

- Fully loaded offshore FTE costs are now 20% lower than previous models
- The client gained direct control over their resource pool and has full visibility into its effectiveness
- Several existing vendor relationships were collapsed into the centre, resulting in increased resource stability and cost improvement
- The services the centre offers have been extended from quality assurance, to software

Business benefits

- Cost reduction by eliminating the risk of a pure captive operation
- Minimized legal, financial and regulatory hassles
- Reduced conflicting business interests between the client and the vendor
- Retain control while simultaneously extending your processes and corporate culture

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

ThoughtFocus is a Blackstone Innovation Fund portfolio company.