



CASE STUDY

# IMPROVING OFFSHORE PROVIDER EFFICIENCY

With Defined Metrics and Evaluation Process

OPTIMIZE & EXECUTE

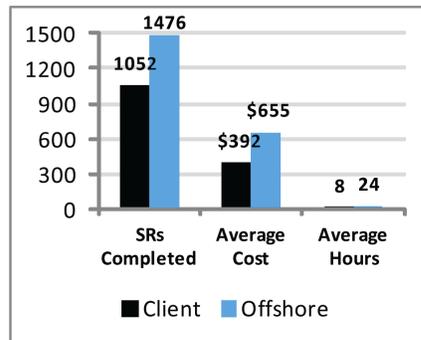
## THE BUSINESS CHALLENGE

AGSI worked with a multi-billion-dollar company to develop a better way to manage the unique challenges faced during a software release. These included prioritization, scheduling, resource allocation and risk management. The organization needed to outsource the processing of service requests (SRs) to an offshore service provider. The service provider's value proposition was to deliver 75% of the productivity of the internal team at 50% of the cost. However, our client had **no baseline or process in place to determine whether the offshore service provider was meeting expectations.**

## AGSI'S HIGH-LEVERAGE SOLUTION

AGSI set expectations for the offshore provider by creating an **evidence-based management process.** We developed metrics to analyze the cost and productivity in regards to service requests, using data from the previous five months to establish a baseline for expectations in three key areas:

- Service Requests Completed
- Average Cost Per SR
- Average Hours Per SR

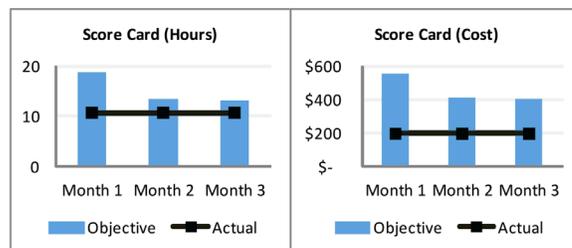


By **defining metrics and an evaluation process**, the company gained a better understanding of the value of the offshore service provider.

## VALUE TO THE ENTERPRISE

After just three months of evidence-based management:

- Cost per service request handled by the offshore provider was reduced 39%
- **Productivity improved by 45%**
- Savings were on track for \$800K in the first 12 months



## IN BRIEF

### CLIENT:

Software Development Company

### ENGAGEMENT:

Offshore Productivity Improvement

### CHALLENGE:

In order to better support software releases, determine how to increase productivity of an offshore service provider

### OUTCOME:

A new, metrics-based process set expectations and increased the provider's productivity by 45% in just the first three months