



BUILD OPERATE TRANSFER

*BEYOND BORDERS,
BEYOND OUTSOURCING*



REDEFINING BUSINESS PARTNERSHIPS

XTGLOBAL'S BOT PARTNERSHIP MODEL PROVIDES COMPANIES WITH COMPLETE ENGAGEMENT AND OWNERSHIP OVER INFRASTRUCTURE AND RESOURCES IN OFFSHORE LOCATIONS.

OVERVIEW

The best business transformation happens when innovation, expertise and best practices are combined with an eclectic mix of capabilities. For the best to emerge, talent must be supported by the right mix of creative liberty and strong technical expertise. New-age talent partnerships ensure a win-win for both the company as well as the employees. When both sides share the same set of values and vision, it drives not just the productivity but also the company's long-term goals.

XTGlobal's BOT (Build-Operate-Transfer) strategic partnership model has been carefully designed to help companies build and operate an offshore IT support center with minimal effort. Our expertise lies in matching the customer's exact requirements with IT resources and infrastructure throughout the project and beyond.

ABOUT THE CLIENT

A leading provider of integrated solutions to toll authorities in the USA was looking for a vendor to manage its development, post-development, and defect-resolution needs of their automated product suite. The client is a systems integrator, systems consultant, operations provider, and maintenance services provider for several toll authorities in the United States.

CHALLENGES FACED

The client was facing resource-related challenges, one of which was high cost of hire in Dallas that was inflating the total resource costs. Another major issue was a yearly employee attrition rate of 30%, mostly due to a resource-skills mismatch. The client was unable to source cost-efficient talent in Dallas to suit project requirements. The high cost of onshore full-time employees, mismatch of skills and roles, and inability of the inhouse team to handle operations were driving up overall costs. Fixed-bid partnerships were an expensive option given the client's smaller scale of operations. The client needed a nimble partner who could absorb the shocks of scaling up and down fast while providing qualitative, cost-effective solutions.

SERVICES PROVIDED BY XTGLOBAL

XTGlobal, a proven developer and provider of IT solutions, created a detailed governance model to oversee engagement management. An optimized onshore-offshore team was created with resources at the client's location as well as at XTGlobal's offshore location in Hyderabad, India.

Development Time and Throughput

- ▶ Through rapid mobilization of relevant resources and setting up of a team to handle the client's requirements through Follow the Sun model, development time was reduced by 50%.
- ▶ Throughput was maintained at 95% on-time for all projects because only experienced resources were allocated for the project.
- ▶ Quick scaling up of operations allowed faster time-to-market.

Optimizing Overall Cost of Operations

- ▶ The client's offshore team, which was operating from XTGlobal's world-class delivery center in Hyderabad helped to bring down the Total Cost of Ownership by 60%.
- ▶ Low cost of hire and increased efficiency because of experienced resources resulted in huge savings on investment in infrastructure and technology.

QA and Efficiency

- ▶ Defect removal efficiency improved to over 98% while defect fixing was 95% with no re-dos. This was accomplished by using only senior development resources to manage the assembling of a QA Governance Structure.
- ▶ Transparency and timely reporting with advanced metrics were maintained in all operations and activities.

Onsite Hiring and Attrition

- ▶ Onsite hiring requirements reduced by 50% for the client because 45 FTEs were hired exclusively for the client at XTGlobal's offshore delivery center.
- ▶ Attrition was also resolved as the retention rate of resources was over 95% at this center.

BOT VERSUS ON-SITE FACILITY COSTS - COMPARATIVE ANALYSIS

COST OF XTGLOBAL'S FACILITY IN INDIA

- ▶ Only One Low Monthly Pre-Determined Bill

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COST OF OWN ONSHORE/OFFSHORE FACILITY

- ▶ Real Estate Cost (Rent or lease or Buy), Real Estate Agent Fees, Closing Fee
- ▶ Up-front Capital Expenditure for Investment in Infrastructure
- ▶ Cost of Build-out
- ▶ Transfer Pricing (for Own Offshore Facility)
- ▶ Building Management Costs
- ▶ Cost of HR, Finance, Admin and Legal Teams
- ▶ Hiring, Training, Retention Costs
- ▶ Salaries for FTEs

With XTGlobal's BOT partnership, the client benefitted by:



Short turnaround time

Faster replication of processes in the offshore delivery center

Customized teams with varied skillsets to suit requirements

Scalable operational support

Complete operational control

Client-centric approach

Minimal data security risk

Reduced operational costs

XTGlobal takes complete responsibility over operations with our scalable and flexible working models. With the BOT partnership, you can own a world-class development center that continues to deliver at optimal levels, despite of everything even in the most uncertain conditions.

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