

Large System Integrator and Telecom Operator (UK) - Offshore Management

The Challenge

Given the amount of work which is being done offshore it was becoming increasingly difficult to manage the projects from UK and to ensure that deliveries would be made on time and would meet quality norms. Terastone was appointed by a large SI and Telecom Operator in UK to manage two critical projects in India, with the projects being executed at two different locations in India

The Solution

Terastone managed multiple deliveries of both the system for major release-A as well as the first phase of subsequent major release for public health insurance programme. The activities included:

- Reviewing plans and ensuring that they were in line with the delivery schedules
- Identifying and mitigating risks to ensure minimal disruption in the plan
- Ensuring clear communication between on-site and offshore
- Reviewing change controls to ensure costs and schedules were controlled
- Resolving issues between on-site, off-shore, customer and other vendors

The Benefits

- All delivery schedules were met, despite issues with deliveries with other vendors which impacted the projects being delivered
- Quality norms were met and exceeded in all deliveries
- Significant cost reductions were achieved through plan changes and review of change controls