

Case Study – Primary and Secondary Research for a very large KPO

Project Overview – Data collection Research for all Listed organizations in US, Canada & UK.

Project Details –

- Duration 10 Months
- Tools MS Excel, Client tool set.
- Success Criteria All data sets must pass the quality score.
- Challenges Disparate data sources and Managing overall execution due to data & skill challenges.

Our execution model / Delivery methodology –

- Partner approach, toll gate based Delivery
- Process breakdown into 5 smaller sub processes based on Kaizen methodology
- Each team in the queue focused on localized task
- Right skill for right process group
- Well defined supply chain since team 1 output becomes team 2 input and so on
- Data security issue addressed with single team responsibility and isolation

Client Reference Available on request

Problem Statement –

- Frequent Scope & Process change by client, Team Training & Retention, Timeline crunch
- One Time activity

Our Solution –

- Process Mapping to tasks and creation of teams subgroups accordingly
- 18X6 Delivery
Team based skill mapping

Value Delivered –

- Delivery with certainty
- Up to 50% cost reduction compare to in-house delivery.
- Process standardization and knowledge sharing for improvement in other similar in-house projects.