



ACCELSCALE

Outsource with Confidence!

Delivery Assurance
Consulting Services

FOR IT BUYERS

www.accelscale.in

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Delivery Assurance

for IT Buyers

Outsourcing IT projects to offshore locations is a growing trend due to benefits in operating costs and resourcing flexibility. However, organizations need to invest in developing the right management skills in order to effectively reap the benefits of IT offshoring. Larger organizations that have scale are either setting up their own offshore Global Competency Centres (GCCs) or working with large Global IT vendors.

For smaller organizations, the best option is to work with one of the many mid-size offshore IT vendors. A fairly common problem here is that while many smaller IT vendors can assemble teams with technical skills, surprisingly often there are weaknesses in their execution approach. Given the inherent complexities of managing offshore IT projects, such situations impact project objectives and create additional management overhead for the customer.

AccelScale is a Management Consulting firm based in India with significant expertise in the management and delivery of outsourced IT projects. We assist our clients in improving the execution of their offshore IT projects through a process of systematically identifying and mitigating risks. Our Delivery Assurance consulting service is designed for companies outsourcing to small or medium IT vendors in India, that are facing challenges in project execution or are looking to proactively ensure that their projects are in good health.



Our Services

for IT Buyers

Risk Assessment

Based on a proprietary framework developed over years of offshore delivery experience, our Delivery360™ assessment process systematically evaluates multiple dimensions affecting a project’s execution. We identify a range of current and potential risks in the project that impact achievement of the project’s stated objectives, and we deliver a report with the details of the risks along with recommended mitigation steps. When a project is already facing challenges, our risk assessments can help quickly identify key problems and highlight the highest impact activities to move the project forward. Even otherwise, periodic and proactive risk assessments help provide an independent and unbiased view of the project situation at the vendor, flag early warnings of emerging risks and reduce the need for subsequent firefighting.

Our Delivery360™ assessment framework inspects all key aspects of an outsourced project - Client, Vendor, Governance, People and Process.

Risk assessments can be a one-time activity or performed periodically as per requirements. Our scope of activity in these is the assessment and reporting of risk. Execution to address these risks is under the oversight of the Client and Vendor teams.

Outcome Oversight

As an extension of the risk assessments, we also undertake engagements, where our clients request ongoing presence for monitoring and guidance of the offshore project in order to achieve the desired project outcomes. For projects that are facing challenges, we work jointly with the offshore vendor, as a representative of our clients, to provide monitoring and oversight. Simultaneously we provide on the ground status reviews and updates to the client overseas.

While the day-to-day project management is still the responsibility of the vendor, we provide continuous guidance and handholding till the project stabilizes and then hand it back to the project team with improved capability and governance cadence.

If your current project is facing delivery challenges or if you want to proactively assess the risks of your critical projects, reach out to us to see how we can help.



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AccelScale, based in India, is a delivery assurance consulting firm. We work with overseas companies buying IT and BPO services from India and with small and medium sized Indian IT companies selling to companies abroad. We believe great execution is the key to successful outcomes in an IT project and our services add value to both IT Buyers and IT Vendors.

What we bring to the table

- Early warnings into problematic offshored IT projects
- Risk Assessment insights and mitigation actions
- Outcome oversight services - Reduced management time and travel costs
- Process Models - reduce errors, delays and disputes

Working with an India development partner, we faced frequent communication gaps and quality issues. AccelScale provided guidance on process as well as local vendor oversight, helping improve product quality and speed up releases, in turn helping strengthen the relationship with our development partner.

VP Engineering, Healthcare startup, USA

Reach out to AccelScale if your outsourced IT project is facing delivery challenges or if you want to proactively assess the risks of your critical projects and / or you want us to ensure the outcome of your projects overall.

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