



# INCREASED VELOCITY & SAVINGS, TRANSITIONING FROM INDIA TO NEARSHORE.

Our client is one of the nation's leading fleet maintenance companies, which means businesses rely on them for data that keeps their fleets safe and on the road. Their custom software was saving clients millions of dollars, but their Indian development team was struggling to keep up. By adding a team of experienced nearshore consultants, our client was able to greatly reduce their overall headcount while drastically improving the overall velocity of their development process.

## THE CHALLENGE

Our client was partnered with an offshore vendor that was over-staffing their account with sub par talent. This gap in skills was compounded by language and time zone barriers, which altogether caused regular project delays. Due to this, the client's core team was absorbed with delivering essential features and unable to focus on innovation efforts. In addition, our client lacked the ability to interact one-on-one with their offshore team members, making it difficult to have a pulse on the day-to-day, much less the overall progress of their strategic initiatives.

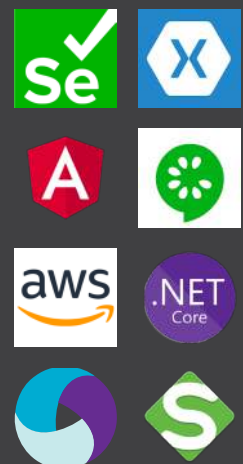
### SERVICES

QA Automation  
Agile Transition  
Xamarin Migration  
IBM Watson  
UI/UX

### INDUSTRY:

Fleet Management  
Software

### TECHNOLOGIES:



## SOLUTION

number8's solution was a staff augmentation engagement. To initiate this engagement, we recommended our client cut down the number of junior developers from their offshore vendor and replace them with 3 hand-selected, experienced number8 consultants. One of the number8s would create a solid base for automated testing, while the other two would join the client's US based scrum team and help with development efforts. Our focus was to develop a strong understanding of the client's processes and environment. As trust was built, we were able to have proactive conversations with senior management on how to effectively transition out their offshore vendor. Any identified gaps were staffed by number8 consultants. This was a steady, multi-month process that allowed us to rightsize our client's team and increase velocity.

## RESULTS

number8 was able to effectively replace our client's existing vendor with a **70%** smaller staff, reducing their technical debt and production bugs by **50%** in the first year.

We also established automated testing, refined agile processes, and converted a suite of native mobile apps to the Xamarin platform. These improvements allowed our client's team an ability to maintain their processes long-term.

Our client now depends on the experience of their number8 consultants for new initiatives. Recently, we've been focused on utilizing IBM Watson to support the client's next generation IVR platform.



*The value of nearshore is really in the cultural similarities. We were used to India and culturally they were very accepting of everything we would say. With our nearshore team, we experienced frequent debates. They regularly challenged and recommended new ideas. We needed a team willing to offer advice and alternatives and that's what number8 delivered.*



**- EXECUTIVE VICE PRESIDENT  
INFORMATION TECHNOLOGY**

# WANT TO LEARN MORE ABOUT TRANSITIONING TO NEARSHORE?

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