



Case Study: Global provider of IT and Process Outsourcing Services Streamlining the process of the Resource Management Group

About the Company

The client is a SEI CMMI Level 5, ISO 9001:2000 and TickIT certified global provider of IT and Process Outsourcing services. With a client base that includes several global organizations, the Company has extensive experience in managing large IT applications in real time and providing high value services around packaged enterprise applications such as SAP and People Soft.

Business Challenges

The Company has an ambitious vision to grow five-fold from its present size in the next five years. Being an IT and Solutions Company, managing human resource is crucial. The challenges at hand are:

- Facilitate scalability to achieve the organizational goal
- Communicate the vision of the organization to each employee and the role each one plays
- Integrate the resources capability for optimum utilization
- Manage resources:
 - Across Clients
 - Throughout various Geographies (Locations)
 - Belonging to diverse cultures & background
 - With various aspiration levels
 - With different experience levels

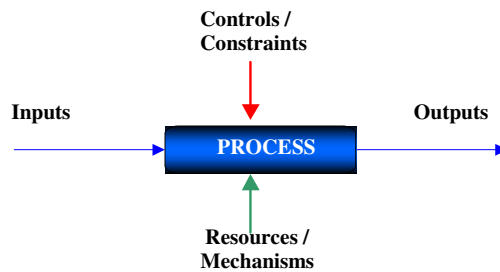
Nihilent's Role

- Nihilent initiated the assignment by understanding the existing processes of the Resource Management Group (RMG)
- Extensive interview sessions were conducted with key stakeholders to study the strengths and weaknesses of the existent processes and their expectations from the initiative
- The findings were consolidated as under:

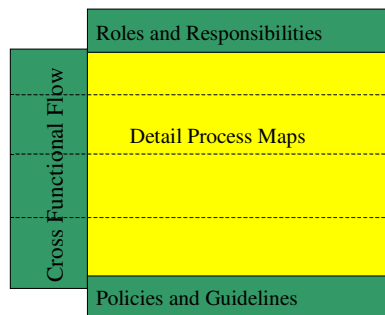
	Problems	Issues	Expectations
People			
Process			
Technology			
Structure			

- Issue prioritization based on the interview inputs and statistical tools was done to identify which issues needed to be tackled first
- A High Level Process map was created describing:
 - Logical flow for the RMG process
 - Phase-wise division of RMG process based on its value chain
 - SIPOC analysis of each phase in the value-chain
 - Process Failure points in each of those phases

- A 'Systems' approach was adopted to analyze the process



- The detailing of each phase of the RMG value chain was based on the 'Four Field Process Map'



- Process-Failure Mode Effect Analysis (P-FMEA) was used to identify:
 - Potential risks
 - Probability of risk event
 - Business impact of risk event
 - Detection mechanisms of the risk event
 - Highest priority of risk from Risk Priority Number
- Finally, Implementation recommendation from people, process, technology point of view helped in complete execution of the refined process

Business Benefits Delivered

- A well defined people-independent and standard process was arrived at
- Streamlining the processes has led to enhanced scalability
- There is more accuracy in accounting of resources
- There is an increased responsiveness to customers by business development managers
- Lead time in resource fulfillment has been reduced
- 'Zero Risk Status' has been achieved as timely availability of resources means no revenue loss
- The project resulted in improved predictability of resource requirements and a proactive reporting structure