

Off-shoring & On-shoring

eacg has a number of selected Business Partners, located on a global basis. One of these – Thinksoft Global Services – is based in India, and specialises in developing strategies, planning, managing and delivering the testing components of technology-related projects.

We worked in tandem with Thinksoft on a multi-million pound software migration programme, which was the largest of its kind. Through the three years of the programme's lifespan, we and Thinksoft contributed around 150 man-years of effort, at all levels of resource seniority.

eacg was leading the majority of the work streams on the programme, and we engaged Thinksoft to deliver Business Requirements assurance, User Acceptance Testing and System Integration Testing under our oversight and direction.

User Acceptance Testing was an especially challenging aspect to this programme, given both the levels of enhancement to the core software package that the client had commissioned. System Integration Testing was made more complex by the very significant number of both up-stream and down-stream applications which interfaced to the new software.

By bringing resource on-shore during the test strategy and test planning phases, the off-shore organisation optimised the opportunity to liaise with end-users in design and preparation of test scripts, while ensuring that these were suitable for efficient processing in India.

During the test execution phases, our partner again located a team on-shore to handle:

overall test work stream management;

user liaison;

data and testing co-ordination; and

defect management.

The extended working day that was a natural consequence of off-shoring the running of test scripts in India was further leveraged to provide 'catch-up' capacity during the programme, not least when software deliveries and defect fixes were received later than planned.

At the programme's height, there were in excess of 40 off-shore resources and up to 10 on-shore resources managing and delivering the work stream.

Thinksoft is based in Chennai, has a complement in excess of 750 specialist PPM and testing resources, spanning management to delivery levels, and operates on a global scale exclusively in the financial services industry.

We have a number of further off-shore based partners that focus more on content than process, and can provide services in areas including document management and process outsourcing.