

FTE SOLUTION PROVIDED TO A SOFTWARE COMPANY

We helped our client reduce his project delivery timeframe, and as a result, the costs incurred!



The Client

Our client is a reputed Software Product Development Company located in South Africa, and has employee strength of over 500 professionals.

The Requirement

Our client was in the process of developing a software product for call center operations. However, he was facing issues in keeping the delivery schedules intact, and staying true to the pre-decided time lines.

The Challenge

The key challenge of Flatworld's software team was to meet the client's needs, and provide an apt solution for his challenges. So, as his challenges became ours, the main roadblocks ahead of us were:

- + To adhere to the timelines committed by our client to his clients
- + Ensure availability of the experienced developers in the needed time-zone
- + Ensure that the chosen resource is comfortable and experienced in working from an offshore location

Our Solution

Software development team at Flatworld Solutions took great pains to understand the client requirements, and provided them a solution that was readily accepted and appreciated by everyone. We offered the following value proposition to the client:

- + We hired Software Developers, Testers, and a QA analysts having specialized experience in developing call center software (desktop based) and applications
- + We upgraded the skills of our team to meet clients' requirements precisely
- + We ensured that our personnel are available and working as per the client's local time-zone
- + We developed a reliable source code repository and made sure that it was securely placed
- + Ensure that the 'No. of working hours' and 'Daily completed tasks' are religiously updated on the project management tool
- + Additionally, we provided an option to ramp up the resources instantly, if the situation warranted

The Outcome

The solution we provided, thoroughly delighted our client. As a result of our efforts, the client was able to:

- + Adhere to the delivery timelines he had promised to his clients, and deliver his product bang on time
- + Reduce the costs incurred in testing (he outsourced the development and testing tasks to Flatworld Solutions) and save a lot of money
- + Develop better and innovative products with the help of proven expertise and skills that Flatworld's team brought into the scene

The customer has now outsourced 2 more projects to Flatworld Solutions.

If you'd like to talk to us to hire our experienced resources or you have plans to outsource software development or Software Development query then please feel free [get in touch](#) with our expert team.