

IT Staff Augmentation Services for Fintech Company

PROJECT DETAILS

 Staff Augmentation

 Aug. 2021 - Ongoing

 Confidential



"Overall, their performance has been very good."

PROJECT SUMMARY

Inigma Hengtian Software handles staff augmentation services for a fintech firm. They've provided more than 50 engineers to help complete projects involving various technologies (e.g., .NET, C++, AWS, MySQL).

PROJECT FEEDBACK


The resources provided by Inigma Hengtian Software have impressed in terms of the quality and timeliness of their outputs. As a result, the client has noticed an increase in revenue. The team also boasts strong project management skills, which helps ensure a smooth onboarding process and workflow.




The Client


Introduce your business and what you do there.

Our local business unit provides superannuation and investment management systems and related services for the Wealth Management industries in Australia, Asia and the UK. My role covers governance, risk, PMO, finance, HR, commercial/legal.

 Senior Director, Financial Technology Company

 Financial Services

 10,000+ Employees

 Melbourne, Australia

The Challenge

What business challenge were you trying to address with the vendor?

Continuing business growth led to an increased demand for project resources to deliver projects to existing customer base and to implement new prospects. Existing internal channels could not keep up with the demand and hence was impacting ability to recognize revenue. Hengtian had a proven track record to provide appropriate, skilled resources in a timely manner during past engagements from 2017 ~ 2020. Hengtian were re-engaged to assist with our resourcing challenge.

CLIENT RATING

4.5

Overall Score

Quality: 4.5

Schedule: 0.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

The scope of involvement was to assist us with the delivery of multiple projects for various number of internal and client projects.

Hengtian assisted by a providing a material number of IT SMEs (Developers, Testers, Scrum Masters, Business Analysts, etc.) to augment our teams.

Technology stack is primarily Microsoft based, i.e. .Net and MS SQL. But also C++ developers and AWS Engineers.

Hengtian provided a practical and accommodating process whereby initial discussions were swiftly followed up with proposals, which in-turn were followed up by Task Specifications for our review and approval.

From the service provider's company, what is the team composition?

Hengtian provided 50+ individuals of varying roles, predominately Developers and Testers of varying seniority and experience, but also Technical Leads, Business Analysts, Scrum Masters, AWS Engineers and Account/Program Managers.

How did you come to work with the vendor?

Hengtian were originally introduced to our business unit by a colleague from another business unit where Hengtian were already engaged. After some initial discussions, it was apparent Hengtian were able and willing to assist us address our challenges. They had an existing pool of talent and were able to mobilize quickly to accommodate our requirements.

How much money have you invested with them?

Confidential, but substantial.



What is the status of this engagement?

It has been reengaged since Aug 2021 and the intention is to keep it ongoing whilst they can continue to assist with addressing our resource challenges which means we can be more successful.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

Cannot provide formal evidence however due to our services and charging model we can confidently state that ultimately, due to the provision of resources to work on chargeable client projects, we have been able to recognize revenue that we would otherwise deferred into the future.

How did the vendor perform from a project management standpoint?

The staff augmentation model has meant that many of the resources have been embedded into our local teams under their direction. However, Hengtian have provided project management function to coordinate themselves in the background which has resulted in smooth onboarding and engagement.

What did you find most impressive about them?

Willingness to assist and responsive, and the quality of the SMEs that have been provisioned.