

IT Staff Augmentation Services for Pensions Company

PROJECT DETAILS

 Staff Augmentation

 Jan. 2009 - Jan. 2016

 \$1,000,000 - \$9,999,999



"They were flexible at all times to get the job done."

PROJECT SUMMARY

A pension company partnered with Insigma Hengtian Software Ltd. for staff augmentation. The team provided technical team leaders, designers, developers, and QA resources to re-engineer an existing platform.

PROJECT FEEDBACK


Insigma Hengtian Software Ltd. successfully worked with the company for several years, growing the business. The team boasted proven technical skills and quality solutions throughout the partnership. On top of that, their excellent governance, flexibility, and independence were remarkable.




The Client


Introduce your business and what you do there.

I was a founder member of Percana Group (2001), and CTO. Percana Group Ltd provided administration software and BPO services to the Life & Pensions business domain in Ireland, UK and Europe. Percana Group was acquired by IFDS in 2010. I became the Director of Solution Architecture in the IFDS company.

 **Paddy Keating**
Former CTO, Percana Group

 **Financial Services**

 **201-500 Employees**

 **Dublin, Ireland**

The Challenge

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

In 2009 the Percana business was growing rapidly with new client opportunities in an expanding market. We needed to rapidly increase our software delivery capacity (at reasonable cost) to meet these demands, we also were in the process of re-engineering to new technology stacks. We assessed a number of potential partners in Ireland, South America, Europe and Asia – and found what we were looking for in Hengtian.

CLIENT RATING

5.0

Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

We entered into a MSA with Hengtian to provide qualified technical resources to supplement our software delivery capacity. This operated in a dual-shore model where a proportion of the Hengtian team rotated to Dublin for 3-to-6-month intervals, although the main Hengtian team (80%) worked from Hangzhou (China). The Hengtian resources were comprised of technical team leads, design engineers, developers & QA resources. The first project was to re-platform our Enterprise software solution from VB 6.0 / C++ to C# .Net.

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

Our solution architects worked with the Hengtian team to deliver this initial re-platform project which ran for ~ 12 months with a full the team size of ~ 20, with ~ 12 of those resources from Hengtian.

Hengtian roles: Tech Lead, Senior Software Engineer, Software Engineers, QA Lead, QA Engineers

How did you come to work with the vendor?

We assessed a number of potential partners in Ireland, South America, Europe and Asia – and found what we were looking for in Hengtian. The Hengtian introduction & recommendation came from a potential partner / customer at the time – State Street Corporation

How much money have you invested with them?

The initial project (2009/2010) spend was ~ €500k, but we continued the relationship with Hengtian, and the dual-shore team expanded each year 2011-2016, so the spend increased incrementally. At peak, the dual-shore team numbered > 60 resources.



What is the status of this engagement?

I moved on from IFDS in 2016. The relationship between Hengtian and IFDS (now part of the DST Group) remains in place today.

The Outcome

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

Successful delivery of the original re-platform project, the acquisition of Percana Group by IFDS in 2010, the growth of the IFDS BPO business after 2010. The relationship remains in place more than 10 years later.

How did the vendor perform from a project management standpoint?

Governance / oversight was good from the outset. The team proved to be technically very strong, offered solutions. They were flexible at all times to get the job done.

What did you find most impressive about them?

Low attrition | turnover in the team, strong independent technical skills.

Are there any areas they could improve?

Relevant point is that Ireland / UK / Europe specific business domain SME knowledge had to be provided locally. This is obviously difficult for a vendor like Hengtian to provide.