Technical Staffing Support for Large IT Company

PROJECT DETAILS

🏷 Staff Augmentation

📅 Jan. 2009 - Jan. 2019

💲 $1,000,000 - $9,999,999

> ❝ *"The resources from Hengtian have always shown the can-do attitude. "*

PROJECT SUMMARY

Insigma Hengtian Software Ltd. provided outsourcing and technical services to a leading IT company. The team delivered Java/C/C++/Node JS software solutions and resource support both on old and new platforms.

PROJECT FEEDBACK

The long-term team-up with Insigma Hengtian Software Ltd resulted in a successful launch of a major project. They were consistent in providing strong technical solutions and as a result, the partnership expanded into more than 15 departments now. The quality of project delivery was top-notch.

The Client

Introduce your business and what you do there.

Our company is one of the world-leading companies in the industry. I was Project Manager at our company that engages in the design, manufacture, and sale of Internet Protocol based networking products and services related to the communications and information technology industry. I focused on web meeting billing SAAS service and was the billing domain expert.

The Challenge

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

We had heard of Insigma Hengtian Software Ltd. long time ago which already provided continuous IT solution and outsourcing service, and we were keeping the relationship well.

In 2009 our web meeting product billing system had a big performance issue which required strong technique support to resolve the issue, otherwise the product could not provide end user the invoice on time. We found Hengtian to help on this issue.

They resolved this issue in short time and also provided wonderful suggestion on our system. And at the same time, we had the plan to retire current billing system with new technical solution which was X project.

Project Manager,
Large IT Company

IT Services

10,000+ Employees

China

CLIENT RATING

4.5

Overall Score

Quality: 4.5

Schedule: 4.5

Cost: 4.5

Would Refer: 4.5

The Approach

What was the scope of their involvement?

We engaged with Hengtian to provide qualified technical resources to supplement our software delivery capacity. The first small project was to research on performance issue of our Enterprise software solution with Java. For the continuity of the X project, Hengtian provided resource support on old platform and also provided resource on new platform.

Finally, Hengtian delivered managed service offsite for monthly release from 2014, and handled the project from project management, technique solution design, implementation, QA, Production Support for the whole delivery lifecycle.

Hengtian provided Java/C/C++/Node JS software solutions. Hengtian resources were comprised of scrum master, technical designers, developers & QA resources.

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

Hengtian started its service with us on personnel outsourcing. We had 20 people at the peak for the X team and 80% of them were from Hengtian. Later the service was changed to managed service with further development between our company and Hengtian. Our solution architects worked with the Hengtian team to deliver X project which ran for ~ 60 months with a full team size of ~ 20, with ~ 12 of those resources from Hengtian.

Hengtian roles: Senior Software Engineer, Software Engineers, QA Lead, QA Engineers, Production Support.

How did you come to work with the vendor?

The collaboration with Hengtian started with QA testing training sessions and my team got different values from the sessions. Through the QA testing training sessions, we found the vendor – Hengtian has the professional IT capabilities in many areas. Hengtian's outstanding point is that the provided service is always at high quality level and its practice on committing to delivery benefits my team as well.

How much money have you invested with them?

We spent about USD 480,000 on the initial project, and continued the relationship with Hengtian in multiple departments and projects. The off-shore team expanded from <10 resources in 2010 to ~100 in 2014 and the average number of resources in recent 5 years is ~100.

What is the status of this engagement?

X project completed because this platform was retired fully at 2019, and I also moved to new project. The relationship between Hengtian and our company remains in place today. Hengtian still has ~100 resources working for us.

The Outcome

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

Successful delivery of the original X project. And as the growth of the business, Hengtian provides the service to our company in Hangzhou, Shanghai, Hefei in China, and provides the service to a lot of departments, like CRDC IT, Engineer, Supply Chain, QACC and TACSUNS. The collaboration started from 2010 with 1 department, and has now expanded to more than 15+ departments.

How did the vendor perform from a project management standpoint?

The quality of the project delivery, and the flexibility of the resources were the key values added to my project and team.

What did you find most impressive about them?

The resources from Hengtian have always shown the can-do attitude.

Are there any areas they could improve?

The overall delivery from Hengtian was satisfied. If any area needs to be improved, it could be the specific domain knowledge, but it would not be a big issue as we provide the domain knowledge transfer.

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