

Providing a unique outsourced business process solution for a leading global telecomms provider

Opportunity

As an independent, international networking and professional IT services and support company, Intact has process methodology, totally focused on consistent service delivery, cost-effectiveness, and customer satisfaction.

Designed for today's global business economy, our outsourced service integration solutions are delivered via a sophisticated staff augmentation model in which our people become part of our partner's team. The result is to optimise our partner's business processes, accelerating growth through innovation, reducing costs and mitigating operational risks.

The outsourced operation was established in an optimally selected offshore location and incorporated local staff selection, training programme development and delivery, administration support, process development and management. By delivering a higher quality, lower cost, locally sourced specialist workforce, we reduce the risk to our partners and enable them to meet the complex technological challenges of today's fast evolving markets.

Business Solution

Our client was creating an industry specific bespoke network, delivering service into over 170 countries world wide. The supply chain supporting this development was complex and unique. It involved manufacturers (Cisco), distribution, service partners and regional telecommunication partners. The published contract value was several billion dollars.

Intact played a pivotal role in supporting the delivery of this service; we integrated seamlessly with all operational entities of both client and supply chain so we needed to fully understand our client's business. In some cases we managed specific supply chain complexities on behalf of our client.

During the initial period of diligence, we worked closely with our partner to truly understand the problems and define concisely what was needed in terms of the business process.

To lead the project we sought out the best person in the industry and used their skills to train others in the appropriate technologies and methods.

The project was initiated in the UK,

then expanded to the US and Singapore. The latter was chosen for it's access to a pool of talented local people with exceptional potential. A specialist recruitment agency selected bright, career-oriented young people, who were then sent on a robust training programme to rapidly advance their knowledge and create a highly dynamic and conscientious team with a unique skill set. This team is now an integral part of our partner's operations, building a successful cutting edge solution.

Adding value to our partner

- Staff costs are lower than by using the traditional contractor route, allowing significant savings to be passed on to our partner.
- Our people become an essential part of our partner's team.
- Highly trained, skilled people add value to our partner's operation.
- People are chosen for their ability to learn and to work as team players in a high pressure environment
- Team delivers a solution that is right first time.
- Team is diligent and never compromises our partner
- Selected people are responsible, mature and conscientious.

- Our team always works to ensure we continue to deliver above expectation.
- Our people are dynamic, technically astute and destined to be the leaders of the future.

Why Intact?

Intact's managed outsourced business process model brings value-added advantage to its channel partners by providing the right team and support for the requirement. Our managed outsourcing solutions help partners maximise their business growth through innovation and advanced technologies.



About Intact Integrated Services

Intact Integrated Services is an independent, international networking and professional IT services and support company, strongly focused on advanced technologies. The company provides high quality services to its channel partners throughout the ICT sector. Its expertise and skills cover leading edge systems and technologies, backed by 15 years of experience, enabling it to provide added value for partners and their customers.

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