

# Arctern Success Story



## Development of a Web based filing system for a US-based software firm

*A US based software client leverages Arctern's RemoteHire® model to build a Web-based information management system enabling users to record, organize, and access their personal and family information; anytime, anywhere.*

### Challenge

A Connecticut-based software and web application development client (the "client") sought cost effective yet highly experienced resources to develop an integrated, Web-based application platform. The application, meant for home and family use, was conceived as a convenient replacement for old fashioned filing cabinets – and the messy paper work and filing associated with it.

The client approached Arctern for help recruiting four resources for this project. They needed candidates with specialization in several technical disciplines including a technical lead, with hands-on experience and expertise in ASP.Net, C#, Visual Studio 2008, SQL server 2008, a third-party component called DevExpress. The project would also require a gifted graphic designer with web site design and development skills as well as skin design and integration, Flash animation, and user interface design abilities.

### Arctern Solution

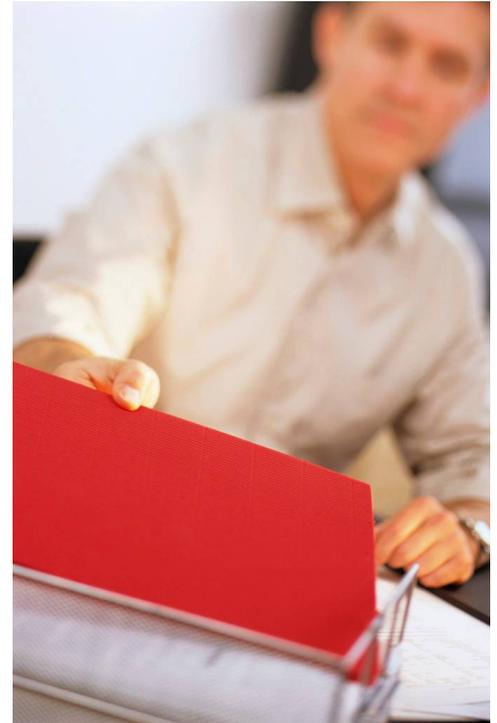
Using a comprehensive and finely honed recruitment process, Arctern identified, hired and on-boarded resources with the required technical knowledge, communication skills and professional experience. The client was actively involved at various stages of the recruiting process, including assessing the suitability of the candidates via focused telephone interviews arranged by Arctern.

In line with Arctern's RemoteHire® engagement model, the resources hired and brought on board were managed jointly by the client and Arctern. The management responsibilities were split between the two organizations with the client seeing to the functional aspects of the remote hires' role. This included defining the precise nature and scope of work, laying down time frames for deliverables, monitoring the progress of work, setting performance indicators, etc. Arctern maintained responsibility for all day-to-day, operational aspects of the work.

In addition to providing the infrastructure and world-class facilities, Arctern extended an array of shared support services including transport, HR, payroll, and IT support. State-of-the art communication tools for effective collaboration between the client and remote hire were provided in addition to the required hardware and software.

The client was completely assured of information security, both at the network and desktop levels. Management oversight of the remote hires was facilitated through an operations manager – a non-billable resource for the client. The operations manager acts as a liaison between the client and Arctern, briefing the client at regular pre-arranged intervals on the progress of work and other issues related to the overall performance, productivity, commitment and behavior of the remote hire. Arctern's triangulated engagement model engages the operations manager to serve as the first point of contact for escalating operational issues. If needed, the operations manager will bring the client and remote hire together to ameliorate the problem.

Remote hires sourced through Arctern's RemoteHire® are de facto employees of Arctern and subject to Arctern's corporate governance framework. This framework is closely aligned with the statutory and legal norms in force in the remote hires' country of origin. In this way, the RemoteHire® model enabled the client to enjoy the benefits of both worlds. The client enjoyed the loyalty characteristic of a full time employee and the flexibility associated with a contractor.



### Benefits

Engaging with Arctern benefited the client in several ways:

- Saved on time, effort and cost involved in recruiting a resource with similar knowledge, experience, and skills in the US.
- With infrastructure, facilities and an array of support services, including management, administration, HR and Payroll, provided by Arctern, the client was able to concentrate exclusively on the functional aspects of the remote hire's role rather than get caught up in operational issues.
- Enabled total visibility into and control over the remote team's work

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## Results

*“My experience engaging with Arctern under its RemoteHire® was highly satisfactory. Arctern helped us find the technical resources we needed to work as a team to develop a well integrated Web-based application that would provide users with a secure platform to store, organize, update and retrieve all their most essential personal and family information anytime anywhere.”*

*Founder & CTO,  
Client Organization*

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