

# Arctern Success Story



## Arctern helps augment software resources of a U.S. based provider of sophisticated vendor management system

*A New York based company, which provides a sophisticated vendor management system that allows business enterprises to manage various categories of services spend, leverages Arctern's RemoteCaptive™ engagement model to augment its software application development team.*

A New York based contingent staff procurement and management company that offered a vendor management system (VMS) that allows business enterprises to manage various categories of services spend was looking to partner with a company equipped to provide talented but low-cost technical resources to strengthen its own in-house software application development capabilities. The idea was to put in place a team that would serve as an extension of its own, in-house application development team in an overseas country that offered skilled, reliable, experienced but low cost manpower.

The overseas team was to support the company's existing Web-based human resource procurement software and – in parallel - help with the development and testing of a more sophisticated VMS solution, designed to create efficiencies throughout the entire procurement lifecycle, including vendor management, sourcing, spend management, invoicing, reconciliation and payment for enterprise clients.



### Arctern Solution

In Arctern, the client found a good fit: Under its RemoteCaptive™ engagement model, Arctern offered to identify, recruit and onboard the required technical resources who would operate from a secure environment with world-class infrastructure and facilities. In addition, Arctern would provide key shared support services, including HR, Payroll, IT Support, and management oversight via a dedicated engagement manager who, under the RemoteCaptive™ model, acts as a liaison between the client and Arctern, briefing the client at regular intervals on the progress of work as well as on issues related to the overall performance, productivity and commitment levels of the team.

The engagement started in 2008 with 30 resources; the number progressively increased over the years and by the time the engagement ended in 2013, following the sale of the client company, as many as 190 people were part of the team, which was actively involved with all facets of application development specific to the client's application – from requirement gathering and analysis, design, coding to testing, deployment and maintenance.

The team whose members were drawn from different sub-specializations within application development, regularly interacted with various line managers at the client end, using various means of communication: email, phone calls, and instant messaging services such as Skype. These interfaces were reinforced by periodic visits by the client to meet with members of the team in India. Also, the client was able to leverage the advantages offered by the time zone difference between the U.S. and India and multiple shift operations to reduce work turnaround time and improve efficiency.

### How the client benefited

Engaging with Arctern benefited the client in the following ways:

- The client was successfully able to augment its own software development team with competent but relatively low-cost resources
- The risk associated with hiring and managing resources was minimized
- Top class infrastructure and key shared support services provided by Arctern facilitated the smooth running of the operation
- The client was able to save nearly 60% on resource cost alone

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## RemoteCaptive™

### What is it? How does it work?

RemoteCaptive™ is one of Arctern's popular engagement models. Under it, Arctern provides skilled resources across multiple business domains along with infrastructure and shared services including Transport, HR, Payroll, and IT Support, state-of-the-art communication tools, required hardware and software. In addition, the client is enabled to provide functional direction to the team via a designated engagement manager.

The model offers several tangible benefits to customers:

- **Savings on human resources:** Save approximately 50-65% on employee cost yet have the most qualified professionals work for you, delivering tangible benefits to your business.
- **Complete control over resource selection:** Resources are short-listed following Arctern's rigorous recruitment process. Clients then have the opportunity to interact with potential candidates, gauge their suitability, and ultimately choose those they want on their team.
- **Large talent pool to choose from:** A large and highly diverse pool of skilled resources coupled with state-of-the-art recruiting technology makes Arctern well equipped to meet diverse business needs.
- **Client resources free to focus on strategic initiatives:** With a competent team of remote resources working on your team, your employees can concentrate their time and energy on core strategic areas of your business.
- **Scalable operations:** Start with a limited number of resources and scale up the remote team size according to your business needs.
- **Total visibility and functional control:** All functional direction is provided directly by the Client to the resources.
- **World class infrastructure, facilities and shared services:** When clients engage with Arctern, they forgo the cost of renting out office space and various facilities. Arctern provides world class infrastructure and facilities along with all HR, payroll, IT and communications support.
- **Information & data security:** Our clients are fully assured of global standards of information and data security, which extends from network level and data level security to physical security. Arctern is certified according to ISO 9000 and ISO 27001 standards.
- **Round-the-clock shifts:** Our clients can take advantage of time zone difference and multiple shift operations to reduce work turnaround time and improve efficiency.

### Client Speak

*"The Arctern team is very customer oriented and responds with valued suggestions and has quickly become an integral part of our team."*

*"The team (at Arctern) is self-maintainable and self-reliable entity within the organization."*

- Client project managers

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