

# WHAT ARE THE CHALLENGES FACED BY THE MALAYSIAN CLIENT WHILE OUTSOURCING?

- Although they have PR offices across the globe, their development base is primarily concentrated at a single location. Looking to expand their horizons they wish to experiment with the idea of an extended team. Initially, there were concerns regarding coordination, work culture and getting accustomed with the product they are developing but the developer from TechVariable's onsite visit has conditioned for the scepticisms and gradually the team(s) worked it out.
- The developer from TechVariable joined the core team with grounded expectations but the clients were welcoming of the skill set that the developer brought to the board. They are a process oriented organization but since this was their first venture in Offshoring; this meant for infrequent and impromptu KT sessions for the developer while onsite. The developer anticipated these bumps along the way but, adjusted his work schedule accordingly maximizing his productivity.

*The client is now planning to further expand the association in addition to the team of four members from TechVariable to make it a wholesome Dedicated Development Center and entrust them independent modules of the product.*

## WHAT IS THE COLLABORATIVE MODEL BETWEEN TECHVARIABLE AND THE CLIENT?

TechVariable is experienced in working in the offshore model with multiple clients from US, as such building synergy with the client's team was very seamless. Outsourcing of projects or a part of the project is not only cost-effective (client can hire an employee only for a time- frame, adjusting the team composition to their current needs ) but also gives flexibility in the use of technologies providing leverage to the clients in terms of available resources.

