

# Managed Resourcing is a win-win strategy



One of the leading paint companies globally chose to partner with CGI to set up jointly staffed agile scrum projects, to develop and maintain key applications, in support of its business strategy of global industry leadership.

Based on a longstanding relationship, built on mutual trust and understanding, both parties focus on what they do best in running a high performing team of developers, operating from India together with the client's product specialists and other external suppliers.

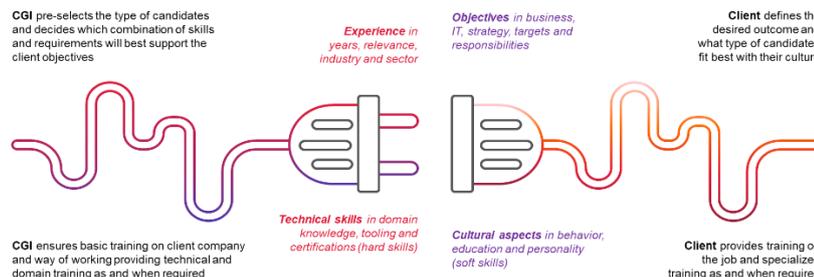
## Fragmented supplier landscape

The R&D department is responsible for maintaining and developing applications that support the core business. In working with a number of suppliers the company wanted to limit the amount of time spent on screening resumes to interview relevant candidates. They were struggling to maintain staffing at the desired level, mostly due to labour scarcity, especially in this domain.

Additional challenge for the R&D department is that it takes on average six months for a skilled software engineer to sufficiently understand the domain and become productive and valuable for the application teams at work.

## Managed Resourcing Model

As a long-term IT partner, CGI has come to really understand the technology and business environment, with its challenges in creating a more sustainable IT resourcing approach. The team co-created a model (see picture below) to move from staff augmentation to Managed Resourcing.



“We were screening a lot of resumes from multiple suppliers, but real quality was often below expectations, which lead to challenges in getting planned work done.”

Technology Manager

In this model the client shares its future planning as for the type of projects that need to be staffed and CGI determines which candidates will be most suitable. There is basic training regarding culture, methodologies and the client's business environment making sure CGI staff can "hit the ground running". After onboarding, the client company provides on-the-job training to further hone skills and productivity.

"We have been working in this way with several other large clients, and proven to be more successful and adding more value to client relationships"

**Bijumon K.V.**

Delivery Director for Manufacturing at CGI

As part of its global delivery capability CGI has access to a large resource pool. Methodical training and knowledge transfer programs help meet client demand faster while still being selective on the type of staff hired and assigned. When the Managed Resourcing contract was awarded to CGI, an initial team of senior developers, testers and analysts was selected to take over from the incumbent supplier. CGI purposely selected staff with industrial engineering backgrounds and experience in the manufacturing industry to match the R&D-type culture of client teams. The CGI team hit the ground running, now gradually growing from 5 to 13 staff, supporting several critical business applications.

## Stability and Innovation

The CGI team has shown strong performance meeting the KPI's quarter on quarter. But that is not everything. Being focused on continuous improvement and innovation, various assets are now created for knowledge sharing when on boarding new members.

"In our monthly TechTalk sessions we share ideas and experience on e.g. automated testing and using serious gaming principles to increase security awareness. This way we continue to bring the best of CGI."

**Shihab K.**

Team Manager for several global industrial clients at CGI

There are still plenty more ideas, from introducing Kaizen in the current Agile way of working to organising a hackathon, challenging the teams to come up with even more new ideas and solutions.

Dealing with working remotely and tough situations at home over the course of the pandemic has been challenging for all teams.

"As a delivery focused organisation and combined team we have proven to be successful using scaled Agile and working with multi-national teams across the globe. The pandemic was challenging for all, but the work continued seamlessly so our customer could continue to serve its clients and consumers. We are ready to scale up to support the other departments."

**Willem Jan de Graaff**

Director at CGI, responsible for the client relationship

The Manager for Technology Integration, fully supports Willem Jan's statement and adds:

"I have already bragged about our success to my colleagues here in India, but also to my peers in other countries. While some people were sceptical whether this model would work with distributed teams, let alone working remotely, we have proven this can be successful when a relationship is based on mutual trust and respect.

The local CGI leadership is really involved in directing and supporting our operations. They understand the expertise needed and think along with us."

"In order to be a global industry leader we are inventing the future, continuously. Not only in our product portfolio, but also in related services and digital solutions. This is where CGI fits in as a true partner working with us for many years in developing the most innovative IT solutions."

Director Technology

## About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers end-to-end services and solutions, including strategic IT and business consulting, systems integration, intellectual property, and managed IT and business process services.

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