

The Challenge

Eclaro partners with a US-based benefits platform provider to provide offshore resources in Manila, Philippines to perform technical and BPO-related roles to supplement the client's US engineering and customer support teams

YEAR 1

Transactional Engagement



Engagement begins as an outsourced supplement to client's US operations

Purely transactional staff augmentation for 100 technical and BPO positions to reduce labor costs. Client-managed teams operating in the Philippines, no output expectations defined or desired.

YEAR 2

Delivery Excellence



Teams' focus is on operational excellence

As team size grows to >200, steady state level of delivery is achieved; performance matches that of onshore US counterparts



Client begins to adopt Eclaro methodologies

Success Factors (KPI's) begin to formulate; capacity & budgeting planning takes place. A shift to an Output-based model occurs

YEAR 3

Output Driven



Output-based model fully adopted

Performance is output and data/measurement driven. Team of 300 is operating at maximum efficiency levels



Automation lends even more value

Associate & team level efficiencies, combined with RPA technology, reduce cost and add capacity for client

The Results

What started as a transactional staff augmentation engagement has developed into a large-scale, output driven, win-win relationship between Eclaro and the client. The client currently enjoys a **20%** increase in capacity, allowing them to invest more in offshoring services with Eclaro without compromising productivity and quality