



ACCELSCALE

Deliver with Excellence!

Delivery Assurance
Consulting Services

FOR IT VENDORS

www.accelscale.in

contact@accelscale.in

Delivery Assurance

for IT Vendors

The IT industry in India has grown leaps and bounds over the years and in 2021, India exported more IT services than Saudi Arabia exports oil. India has been able to achieve this with its large talent pool and many IT vendors from India have become globally competitive. Despite this, it is not a rosy picture all round. Almost 60% of all outsourced IT projects fail to deliver the value promised. Many IT vendors fail to translate the initial success to "success at scale".

Delivering IT projects for an overseas client, very often, is a challenge for IT Vendors. Milestones are often missed and what is delivered is often at variance with what the client seeks. There are any number of challenges ranging from misunderstanding of requirements, managing scope creep, meeting quality standards, inadequate processes, poor knowledge transfer, access to necessary infrastructure etc., besides the ongoing challenge of staffing with the right level of skills for the project.

Management time is stretched thin and time that could be spent profitably on scaling the business is spent on putting out fires everywhere.

We can help.



Milestones missed



Too much firefighting



Feeling out of control

Our consulting service is designed for fast growing small and mid-size BPO, IT Infrastructure and Software companies in India, who offer their services to Clients overseas.



Our Services

for IT Vendors

Risk Assessment

This service helps provide insights and actions to identify and mitigate risks in delivering a project. Proactive risk assessment reduces the need for firefighting and allows more time for growing the business.

We have grouped the issues into four key areas:

Client, Governance, People and Process. Client related risks are assessed around alignment of expectations among stakeholders, the support and commitment received from client, and on the general relationship.

Governance related risks are assessed around contractual risks, scope related risks the frequency and quality of communication between the teams is assessed.

People related risks are assessed for resourcing, leadership presence and capabilities, the skills and experience of resources to meet requirements.

Process related risks are assessed around how the different tasks are done through design, development and testing as well as the tools used.

Besides assessing the project risk levels, we help identify actions to mitigate the risks. We periodically assess the risk of the project and review the status of the actions.

Project Turnaround

If your project is failing to meet client requirements of quality and delivery and/or not turning out the required margins for your firm, then our Project Turnaround service can help.

Mitigation: After risk assessment, we follow through by helping execute the mitigation actions along with the delivery team. If required, we engage with your client and demonstrate the organisation's efforts to resolve the issues.

Project stabilization: During this phase, we deploy a partner to review status daily and to be involved in every aspect of the project delivery.

Handover: We handhold the project till the project stabilizes and then hand it back to the project team with improved capability and governance cadence.

Weekly checks: Once the project stabilizes, we have weekly check points till it is evident that the project leadership is able to manage effectively.

Capability Development

Successful long-term delivery of client expectations and project margins cannot be achieved by risk assessment or project turnaround efforts alone.

We enhance the long-term capability of your team to deliver with excellence by leveraging our Delivery Assurance (DA) 360° Model - that anticipates and mitigates risks, builds capabilities, aligns with customer priorities, controls budgets - ensuring on time delivery with profitability.

Based on our DA Framework, we:

- List out specific practices right from project initiation to execution.
- Develop data capture forms, process guidelines, and assessment templates.
- Train the team, and track progress in capability enhancement.



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AccelScale, based in India, is a delivery assurance consulting firm. We work with overseas companies buying IT and BPO services from India and with small and medium sized Indian IT companies selling to companies abroad. We believe great execution is the key to successful outcomes in an IT project and our services add value to both IT Buyers and IT Vendors.

What we bring to the table

- Early warnings into problematic IT projects
- Risk Assessment insights and mitigation actions
- Capability building - teams and processes
- Stable, scalable and profitable IT projects
- Governance Models - robust operating guidelines
- Customer Satisfaction and retention

An overseas project was significantly behind schedule, and we were fast losing the customer's trust. AccelScale quickly identified key issues, provided actionable recommendations, and helped us restructure the team & processes. Within two quarters, we turned the project around and retained the customer.

VP Sales, Midsize IT Vendor, India

Reach out to AccelScale if your current project is facing delivery challenges or if you want to proactively assess the risks of your critical projects and / or you want to enhance your delivery capabilities overall.

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