ICT GROUP Strypes

NEARSURANCE

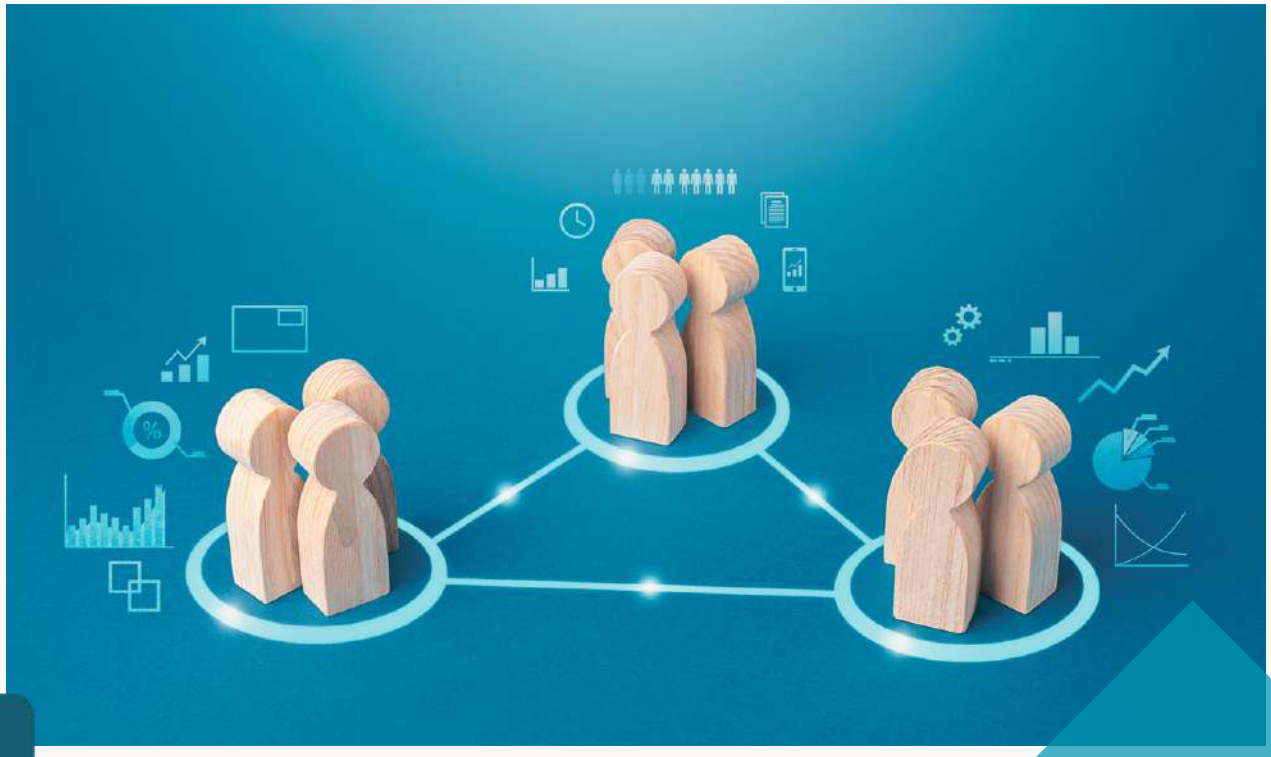
THE STRYPES WAY OF OUTSOURCING

WHITEPAPER

OFFSHORING, NEARSHORING, OR NEARSURANCE?

Companies often turn to outsourcing to tap into a wider talent pool with specialized skills and expertise. By outsourcing, companies can gain faster and easier access to the specific talent and capacity they need, on an as-needed basis, without the time and resource investment required for internal recruitment and training.

Companies seeking to outsource often choose between offshoring (outsourcing to geographically distant countries like India, China, or the Philippines) and nearshoring (outsourcing to nearby countries in the same region).



Looking to outsource?

Both models offer advantages but also present challenges, particularly in terms of cultural differences and miscommunication, especially when delivering IT services. Offshoring, in particular, can be complicated due to language and cultural barriers, travel distances, and inconvenient time zone differences.

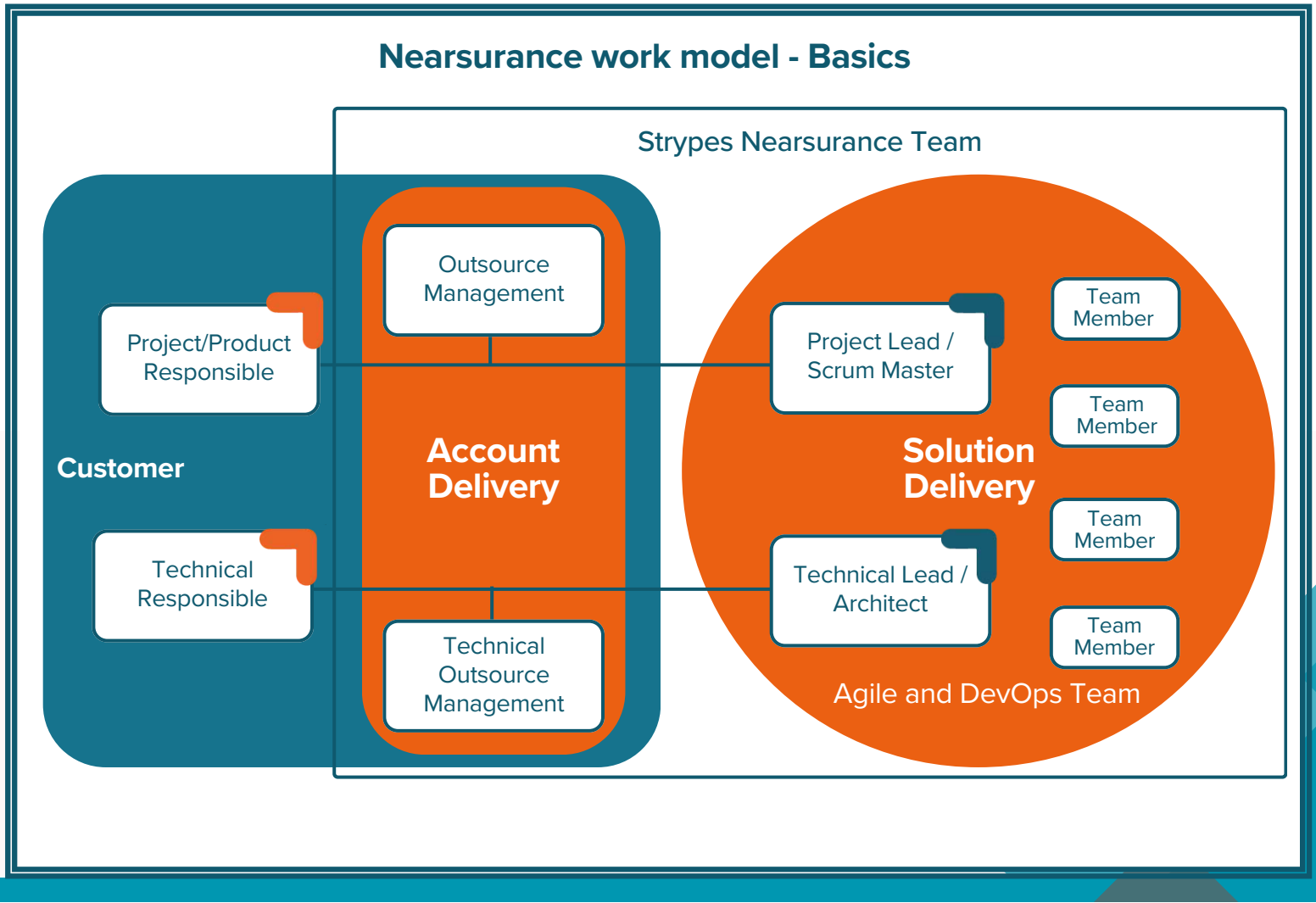
To mitigate these challenges, companies often turn to nearshoring, outsourcing their business processes to nearby countries with similar time zones and fewer cultural differences. In Europe, Central and Eastern Europe (CEE) has emerged as a prominent nearshoring hub.

Our years of experience in the field have given us a deep understanding of the inefficiencies of both nearshoring and offshoring. This led us to create our unique outsourcing model called Nearsurance. Based on the nearshoring model, Nearsurance is all about being present at the client's location, identifying and addressing emerging challenges, and delivering smart solutions by leveraging the right knowledge, skills and domain expertise, and working with proven organizational processes.

WHAT IS NEARSURANCE?

Nearsurance is a model that combines the benefits of nearshoring with the quality assurance of Strypes' Account Delivery and Solution Delivery teams. This model provides customers with a dedicated Outsource Manager who can support them throughout the outsourcing process while ensuring seamless communication with the Solution Delivery team.

Nearsurance tackles the challenges of traditional outsourcing and nearshoring models by providing a dedicated team of specialists who build relationships with customers, and establish connections between customers and Strypes teams. The Outsource Management team creates a path for seamless and easy communication, enabling the Strypes development teams to focus on what they do best: building smart solutions that create business impact.



The Nearsurance work model, explained

Our unique Nearsurance outsourcing model allows you to focus entirely on your core business, while we provide qualitative execution of all your software development, maintenance, and support needs. Our team of experienced professionals is committed to providing you with the highest quality of service, ensuring that your projects are completed on time, within budget, and to your exact specifications and expectations.

Our Nearsurance work model revolves around three key pillars:

1 Setting up the partnership and defining the problem

Our Nearsurance model begins with understanding your company culture and business. You'll work with a dedicated Outsource Manager who serves as your on-site liaison and addresses your needs directly.

As we establish the outsourcing organisation, the Outsource Manager will help you identify the most suitable work packages to outsource as well as facilitate the gathering of precise project requirements. For this, they will involve the necessary assets from Strypes. This collaborative approach ensures that we align our expertise with your specific needs, laying the foundation for a successful partnership.

2 Taking ownership of all aspects of Nearshoring and their execution

We're committed to delivering seamless project execution and taking full ownership of every aspect of your outsourcing journey. The best Project Managers from our Solution Delivery Team will meticulously oversee the realisation of your project, ensuring it adheres to your timeframe, budget, scope, and quality expectations. During the execution phase, the Outsource Manager will proactively tackle any challenges that may arise, such as those created by cultural differences, lack of outsourcing experience, or any other roadblocks. And to further solidify our commitment to value, you only pay for the work delivered and approved —no hidden fees or surprises.

3 Continuous improvement and increasing our added value

Our Nearsurance commitment extends far beyond initial project delivery. We're dedicated to ensuring your business continues to thrive and achieve its goals. We constantly evaluate and refine our solutions and practices, keeping up with the latest trends and adapting to your changing needs in terms of team size, technologies used, and desired outcomes. This adaptability ensures that your outsourcing partnership remains a driving force for your business success.

OUR COMMITMENTS

End-to-End ownership

We aim to build long-lasting, mutually beneficial partnerships with our clients. We're always learning and growing our expertise to become trusted partners who can tackle your IT challenges head-on. We'll work closely with you on-site, providing customized solutions that fit your specific needs, covering everything from consulting and design to implementation.

Identifying new growth opportunities for your business

We're more than just a supplier; we're your trusted partner. We take the time to understand your business inside and out, and we're always looking for ways to help you grow and succeed.

Commitment to helping you reach your goals

Our experts will take care of your IT and software challenges from start to finish. We'll keep you informed every step of the way with transparent project management, ensuring that any issues are identified and resolved promptly.

Continuous Improvement

Building strong partnerships requires continuous improvement at every level — from big-picture strategy to day-to-day operations. That's why we assign an on-site Outsource Manager to work closely with you. They'll make sure we're meeting your current needs, you're hitting your KPIs, and the process is constantly improving.

Assurance of smooth outsourcing

Ease into outsourcing with our expert guidance. We can quickly adapt to your needs, whether you prefer on-site or remote support, and we'll tailor the outsourcing process to fit your unique company culture.

Only pay for delivered and approved work

We don't just want to meet your needs; we're here to exceed your expectations. We'll go the extra mile to deliver results that you're truly happy with. And you can be sure that you'll only be billed for work that has received your explicit approval.

OUTSOURCE MANAGERS: YOUR NEARSURANCE EXPERTS

The Outsource Manager (OSM) plays an essential role in the Nearsurance model, serving as a bridge between your team and our Solution Delivery teams. This close collaboration puts you in control, eliminating the stress and uncertainty often associated with outsourcing.

As your trusted advisor, the Outsource Manager provides regular updates, proactive issue resolution, and a wealth of expertise to guide you through every step of the process. The OSM team also helps to:

Uncover hidden customer pain points

The OSM's early involvement allows them to delve into the customer's operations and identify underlying challenges that may not be readily apparent.

Maintain compliance and quality assurance

The OSM oversees compliance with regulatory standards and ensures that project deliverables meet the highest quality benchmarks.

What can you expect?

Identify new growth opportunities for your business

The OSM is not constrained to executing the task at hand. They are always trying to see the big picture and would act as the customer's trusted partner, deeply attuned to your business, and actively contributing to your growth and success.

Foster a collaborative ecosystem

The OSM cultivates a spirit of collaboration among all stakeholders, breaking down barriers, and fostering a shared sense of ownership. This collaborative environment paves the way for operational excellence.

Streamline internal coordination

The OSM acts as a central liaison, aligning expectations and responsibilities among internal teams. This coordination eliminates silos and ensures a unified approach to project execution.

Champion project visibility

The OSM acts as an ambassador for the project, raising awareness across the organization and securing buy-in from all levels. This visibility ensures that the project remains a strategic priority.

CUSTOMER CASE STUDIES

Now that you have a clearer understanding of the value Outsource Management and Nearsurance can bring to your business, let's delve into some real-world examples that showcase their practical applications.

NB: All case studies are anonymized for confidentiality reasons.

Case study 1: Outsource Management as the cornerstone of long-lasting relationships

The Challenge

In today's digital age, security is a top priority. For Customer X, maintaining server-level security was a critical component of their infrastructure. In 2019, they decided to implement default security configurations on their servers and turned to Strypes for assistance.

Strypes' OSM approach

Strypes was tasked with ensuring that both existing and new servers were compliant with the new security standards. Strypes' OSM team took a collaborative approach to the project, working closely with key stakeholders across Customer X's organization. They began by presenting the challenges at hand, the potential risks and impact of non-compliance, and the applicability of the proposed security controls.

Achieving compliance and building trust

Strypes' OSM team successfully implemented the default security configurations, ensuring that both existing and new servers were compliant with Customer X's standards. This achievement was made possible by the team's ability to coordinate with multiple internal and external stakeholders, their technical expertise, and their commitment to clear communication—leading to an extended partnership between Customer X and Strypes.

CUSTOMER CASE STUDIES

Case study 2: Outsource Management as the thinking partner driving business impact

The Challenge

In the dynamic world of business partnerships, the ability to adapt and overcome challenges is essential for success. When Company Y partnered with Strypes, they faced the immediate hurdle of a tight deadline and limited resources for a crucial project.

Strypes' OSM approach

Recognizing the complexities of the situation, Strypes prioritized understanding the customer's perspective. They initiated face-to-face meetings with key stakeholders within Company Y, actively listening to their concerns and gathering insights into the project's requirements. This approach enabled Strypes to gain a comprehensive understanding of the challenges at hand and how to achieve the best results.

Achieving compliance and building trust

By actively involving relevant stakeholders and seeking input from all parties, the OSM was able to identify several feasible solutions that met the client's requirements without compromising quality. This comprehensive approach ensured that the project remained on track despite the initial constraints.

Get in touch

REACH OUT AND CONNECT WITH OUR TEAM TODAY

OUR WEBSITE

strypes.eu

OUR ADDRESS

Prof. Dr. Dorgelolaan 30
5613 AM Eindhoven (4th floor)

E-MAIL ADDRESS

business@strypes.eu