



Establishing a Global Capability Center for a Leading Health and Human Service Client

Client:

The Client is a US-based global leader that provides transformative solutions for health and human services programs for governments worldwide. By closely collaborating with governments, the Client offers end-to-end solutions for public health and human service programs, driving process efficiencies, improving outcomes, and ultimately advancing community well-being.

Challenges:

The Client's in-house IT department was structured as a cost center and operated independently from the market-facing business units. The introduction of the Affordable Care Act (ACA) and the presence of legacy custom applications led to the Client facing challenges related to scalability, costs, bandwidth availability for R&D, etc.

To address these challenges related to service delivery and support business growth, the Client aimed to establish a Global Capability Center (GCC) in India in partnership with a technology services company.

Proposed Solution:

Opteamix outperformed well-established industry firms in a competitive bidding process to be selected as the strategic IT partner to support their ambitious transformation agenda. Adopting a well-structured and phased approach, Opteamix implemented a customized solution tailored to the Client's requirements.

- **Discovery Phase:** Identified and finalized the engagement charter, detailing objectives and business drivers, and created a roadmap to build, operate, and transfer a GCC in Bengaluru, India.
- **Transition Plan:** Developed a transition plan across multiple work streams, including resource planning, knowledge management, and development methodology.
- **Agile Methodology:** Tailored Agile delivery methodology for global execution.
- **Local Recruitment:** Recruited technology professionals and US healthcare subject matter experts to support various work streams.
- **Dedicated Delivery Managers:** Single points of contact to handle responsibilities and proactively address issues.
- **Governance Framework:** Enabled open communication and collaboration with teams in the US, India, and other countries.
- **Performance Metrics:** Implemented a common set of performance metrics to achieve high service excellence.
- **Compliance:** Ensured GCC compliance with ISO 27001 and HIPAA controls.

The scope of the services provided by Opteamix included:

- **Application development**
 - Product Development
 - Application Development and Maintenance
 - Legacy Modernization leveraging the Cloud (AWS)
 - DevOps automation
- **Quality Engineering including**
 - Test automation
 - Specialized testing, including performance testing, security testing, accessibility testing, etc.
 - Performance testing
- **Digital**
 - Robotic Process Automation (RPA)
 - UI/UX Design and Development
 - Digital docs
 - Mobile application development and maintenance
 - Hyper automation
- **TechOps**
 - Database Administration (DBA)
 - Remote Infrastructure Monitoring (RIMS)
 - Application Monitoring and Production Support
- **Support**
 - Resource Staffing
 - Proposal Development Support
 - Business Architecture
 - Program management

Opteamix managed the GCC operations and facilitated a seamless transition of the GCC to the Client after the agreed-upon period. This transition process encompassed the transfer of people, which included leadership, project team, and core support staff. Opteamix also handed over the knowledge management resources and the reassignment of office space and infrastructure.

Opteamix ensured that every aspect of the center's operations was meticulously transitioned to the Client, maintaining continuity and operational efficiency throughout the process.

Value Delivered:

By leveraging Opteamix's global delivery capabilities, the Client built a scalable and robust GCC that facilitated the globalization of application development and support, achieving significant cost savings, driving innovation, and enhancing productivity. Key benefits include:



Cost Reduction: Achieved a 60% reduction in operational costs while maintaining high-quality standards.

- ▶ **Global Talent Acquisition:** Enabled rapid scaling across multiple skills at reduced costs, with a 50% increase in project delivery speed.
- ▶ **Productivity Boost:** Utilized the “Follow the Sun” model for continuous progress and efficient resource utilization, significantly enhancing productivity and project delivery speed.
- ▶ **Engineering Efficiency:** Automated development lifecycle activities, reducing time-to-market by 25% and minimizing human error.
- ▶ **Strategic Offshoring:** Empowered the Client to offshore previously non-viable projects and expand services to other markets.
- ▶ **Innovation Support:** Freed up resources for R&D efforts and innovation initiatives that helped the Client take new products to the market.
- ▶ **Knowledge Management:** Created a comprehensive repository of training materials, reducing onboarding time by 20%.
- ▶ **User Satisfaction:** Improved efficiencies and processes led to higher user satisfaction levels from the business teams.
- ▶ **Seamless Transition:** Ensured minimal business disruption with a mature transition methodology, achieving 100% retention of key personnel during the transition back to the Client.

About Opteamix

Opteamix is a technology consulting firm specializing in driving digital transformation and establishing GCCs by modernizing the technology landscape to help businesses achieve positive outcomes and solve critical business problems. Our expertise lies in placing people – whether our team, our client’s employees, or end-users – at the heart of every technological solution, ensuring innovation is not just transformative but truly human-centric.

We have proven expertise in Digital Transformation, Application Development, Quality Engineering and Test Automation, AI and Robotic Process Automation, Integrations, DevOps, Enterprise Mobility, Enterprise applications, and other technology services. One of Opteamix’s core services is to build a “Global Capability Center (GCC)” for our clients with an option to own it – commonly known as the Built-Operate-Transfer (BOT) model.

For more details visit www.opteamix.com or write to us at contact@opteamix.com

