

Offshore Extended Team for a Canadian FinTech

Canada based Fintech firm provides a SaaS based pricing, billing and loyalty solution to global banks. Requires an offshore partner to build and run a center of excellence for SaaS implementations.



A team supporting multiple projects on Azure technology stack

Challenges

- Need for highly skilled resources at a short notice for customer implementations and product enhancements
- High level of resource attrition and knowledge retention and low management bandwidth to solve HR issues

Solution

Extended Teams for Ongoing Projects

- Azure DevOps support team
- Loyalty Product maintenance team
- Operations dashboards teams building solutions using Talend and Grafana
- Flash to GWT migration team which delivered 8 to 10 of on-prem implementation
- MS Dynamics enhancements
- QA Automation

Benefits

- Quick turn around on customer tickets
- Ability to deliver more and expedite the journey to move to SaaS base service offering

Value Adds

- Built a core team across various technical skills at a short notice
- Ability to add some exotic skills like GWT, Grafana

Result Highlights

Quick Turnaround on Customer Tickets

Built Core Teams on Short Notice

Exotic Skills to Serve Niches