

## Everett Blended Shoring Service Brief

Since Everett opened its office in Bangalore (India) in 2007, we have experienced the advantages of working together with Indian colleagues in innovative and complex projects. Typical projects that Everett pursues encompass a combination of an international team, innovative concepts and new technologies for large organisations. This experience has led to our project methodology *'Evo/ve'*. Part of this methodology describes working in project teams consisting of both local and remote colleagues; a project form we call *'Blended shoring'*. Blended shoring combines cost advantages through offshore development with the project control and quality assurance of a local team. The advantages that Everett's Blended shoring approach provides are the following:

- **Capacity:** involving staff from several large labor markets enables ramping up quickly ;
- **Flexibility:** Besides flexibly scaling the project team throughout the various project phases, Evolve also offers the flexibility to fully capitalize on new insights as the project evolves;
- **Expertise and experience:** Everett can bring in weathered consultants with scarce knowledge when it is not available locally;
- **Cost:** last but not least, the staff cost of projects can be substantially reduced by blended shoring.

### The approach

The proper use of a project methodology is vital for the success of your projects. In our opinion, the methodology should be clear and simple yet provide structure and control to a project. *Evo/ve* enables clear communication, hence ensuring that the level of quality expected is met by managing time, cost and quality from initiation to evaluation. Consequently, we can prevent common off-shoring pitfalls like:

- The gap between local specifications and remote implementation introducing quality risks.
- Long development phases diminishing the control and visibility of the project.

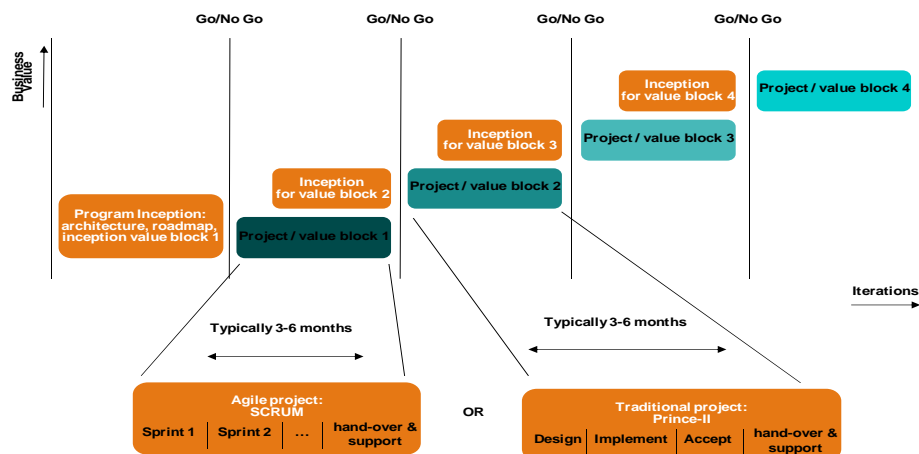
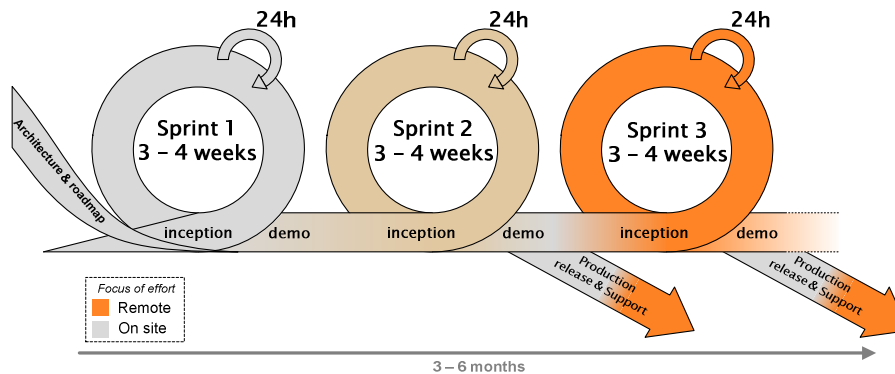


figure 1: program build-up in our project methodology *'Evo/ve'*

The Evolve methodology is based on subdividing large projects into smaller projects or 'value blocks' (see figure 1) in order to manage the challenge of delivering what the organization is expecting. Each value block delivers visible business value: it consists of a complete cycle from inception to evaluation. Value blocks typically cover a period of up to six months. After completion of each value block, you can also choose to let the solution be supported by our Solution Support Center.

Everett provides a traditional (Prince II) and an agile (Scrum) approach for executing a project:

The **traditional approach** is based on Prince II, which is currently the most widely used project management methodology. There is a non-iterative sequence of stages that leads to a finished product at the end of a value block. The planning covers the entire lifetime of the project and there are go/no-go decision points with every transition to the next stage.



**figure 2: Agile approach: results every 3-4 weeks with daily progress updates & optional production releases**

The **agile approach** (figure 2) is based on the increasingly popular Scrum methodology. Scrum distinguishes itself from traditional development approaches by having small iteration steps called 'sprints', with frequent customer contact and intermediate delivery of working functionality. After each sprint, which typically lasts three to four weeks, we organize a demo session to present the results of the sprint. This allows you to control the direction of the project by changing the requirements for the next sprint according to your needs (hence the term 'agile'). Actual hand-over and support can take place after as soon as two or three sprints, so you typically get supported, functional software in production after only three months.

Which approach should be used depends on your requirements. Everett can help understanding the advantages of both methods specifically for your organization. Ultimately, the choice is up to you.

### Blended Team

The project team consists of both remote and local staff. The entire team will do a kick-off on site, building a relation with the client. This way, the organization will get to know all the project members and vice versa. After project inception, actual execution can be performed on site, remote or as a combination of both. Our experience has taught us that often the best results are achieved by performing the first few sprints (in case of the agile approach) completely on site with the entire (blended) team. Regardless of the chosen project approach (Agile, Traditional), the project team will have **daily** updates to discuss the progress and planning. In addition, local staff that has been assigned to you will communicate with you regarding progress, results and planning. These local representatives can also address any questions that you may have.

The blended shoring method also includes that Everett organizes teleconferences to allow effective communication with the remote staff. Everett provides the use of secure remote access, which enables remote deployment directly on local systems, ensuring the envisioned cost savings. Also, Everett offers facilities, such as a project Wiki, through which project information, progress and deliverables can be shared within the project team as well as with you.

Finally, since resources can be drawn from our off-site locations (such as India and Italy), expertise can be brought into the project more quickly and at lower cost than is possible for a conventional project performed by a local team only.