1. **About**

   We were approached by a US-based eCommerce product company. They wanted to set up their ODC in India under the BOT model in a time span of 3 years. Their target was to establish varied technical teams as per their technology stack.

2. **Challenges**

   The client wanted the ODC to be operational from day 1 but was facing these challenges:
   - Dealing with the complicated process of putting together all the business functions for the ODC.
   - Finding the right talent with constraints like timelines, budget.
   - Coaching existing teams and planning personnel development for the new team as business maturity was pushing timelines.
   - Scouting for an office space, setting up and installing infrastructures such as IT devices, internet network, computers, among other things.
   - Working with a defined budget and saving costs.

3. **Solutions**

   iValuePlus has assisted organizations of all sizes to implement the BOT model. We started setting up their ODC while working our way through all the constraints.
   - **Cost Effective Solutions** - Choosing strategy geared towards saving costs and solutions that ranged from coworking space to focussed training.
   - **Talent recruitment** - Onboarding talents to meet the project requirement and expected quality of the delivered products.
   - **Technology Transfer** - Building high-performing, scalable software development teams and training the staff on technology stack and solutions.
   - **Infrastructure Management** - Ensuring the office space is furnished as per the client's standards and demands.
   - **Operations** - Procuring the necessary equipment and IT infrastructure to run the operations smoothly.
   - **Quality Control** - Setting up quality parameters on delivery processes and professionally managing the software development road-map.

4. **Business Impact**

   The following business benefits were achieved by the ecommerce product company:
   - **High employee engagement -** Building high performing teams with a sense of ownership and responsibility and building an international work environment to reflect the client's organization's work culture and values.
   - **Global footprint** - Getting the benefit of extended time zone coverage as well as the capabilities to serve all major geographies by setting up an ODC in India.
   - **Complete control on data and IP** - Retaining complete control of all the proprietary information, data and IP.
   - **Product Transformation** - Increasing customer base globally with Agile R&D capabilities, innovation and transformation of the core solutions.
   - **Increased revenue** - Growing the core business without having to worry about capacity constraints, talent shortages, and operational challenges.
   - **Minimized Risk** - Operating successful development center in India with reduced business, operational, and financial risks.