

SYSTEMS+

CASE STUDY

Catalyzing Growth and Transformation:

Establishing a cost-effective IT operating model offshore successfully

A retail luxury brand that has defined over 200 years of American style was facing the challenge of scaling their IT operations rapidly to meet the demands of their growing business. They realized that the cost of expanding their in-house IT teams to accommodate the increasing workload was becoming unsustainable.

They also needed to stand up a robust 24x7 support structure, one that would require significant investments in infrastructure, training, and staffing. They required hands-on support in strategizing, formulating, planning, designing, executing, and setting up a Global Capability Center (GCC). To address this need, they sought a cost-effective solution that would allow them to scale their IT organization efficiently while maintaining high-quality service and round-the-clock coverage.

This challenge led them to explore alternative offshore options.

Key Benefits Derived

\$ < \$15
Blended Rate

50+
People Strong

< 5%
Attrition

Systems Plus provided end-to-end support for the GCC, helping the client achieve tremendous business value.

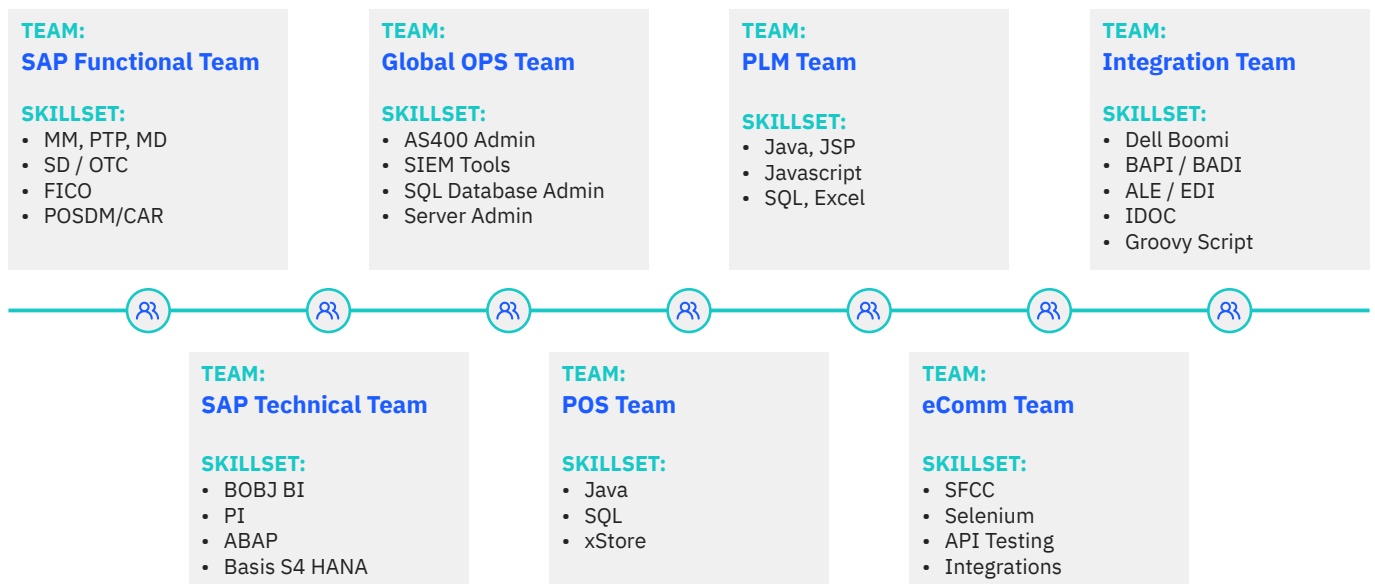
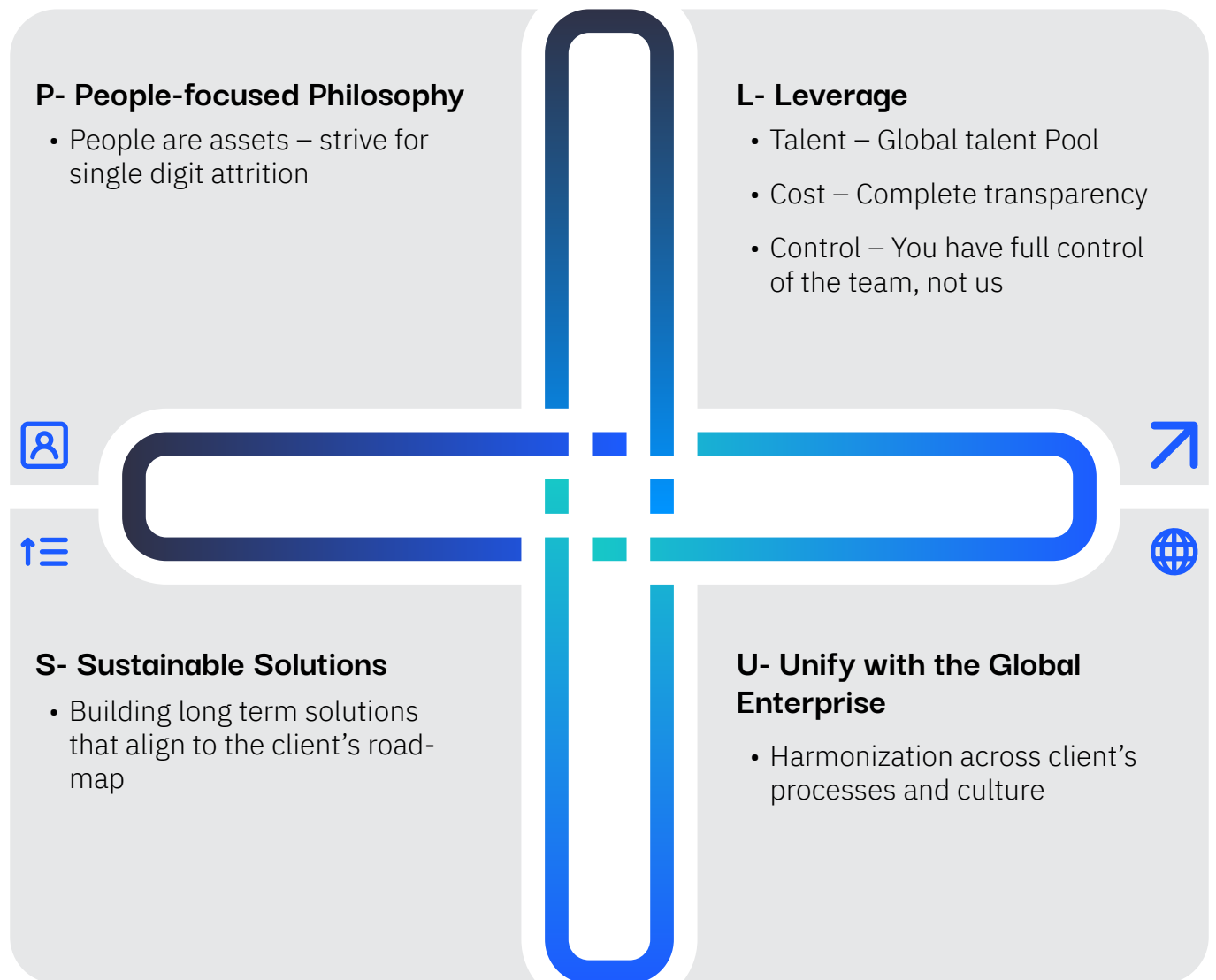
Systems Plus successfully established and implemented foolproof processes for the GCC by applying our PLUS framework.

Our collaborative approach was to set up an extension of the parent company as a strategic platform for innovation, capability, and capacity.

To establish a solid foundation for a successful global capability center, we focused on crafting a clear vision, effectively managing strategic initiatives and stakeholders, and streamlining the change management process.



Our PLUS framework is a guiding principle to ensure delivery excellence for our GCCs.



Benefits delivered



Achieved seamless collaboration between 10 offshore teams and the client's onshore workforce, contributing to a unified and productive working environment



Facilitated the integration of 80+ offshore professionals into the client's operations.

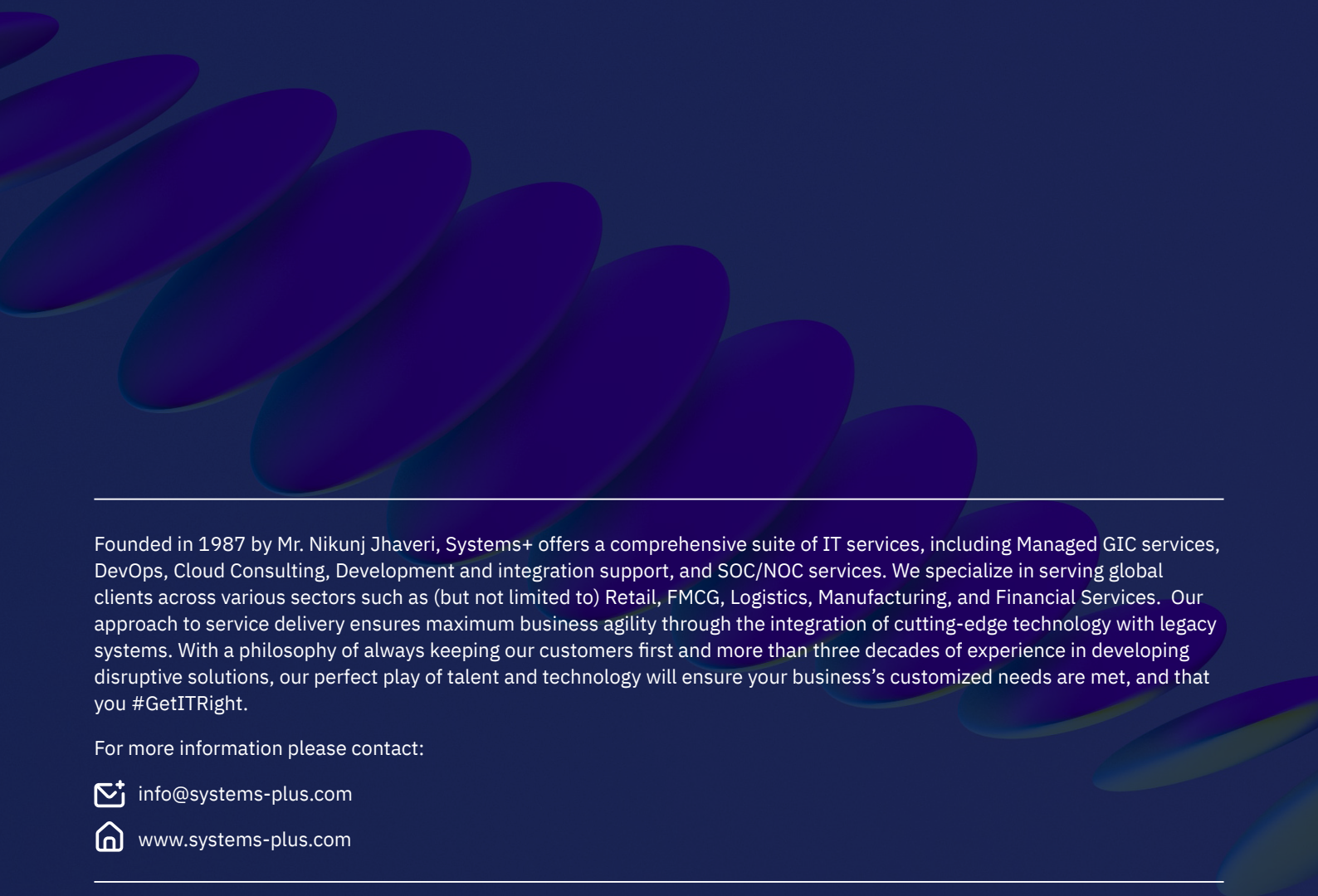


The GCC showcases a remarkable spectrum of talent, from technology experts to all-star freshers recruited from top-tier colleges, fostering a balanced team that delivers maximum value.

Systems Plus took on strategic and tactical responsibilities, from performance frameworks to compliance, governance, and operational support, while building integrated platforms and teams.

As a full-service partner serving its clients since 1987, Our Managed GCC solutions revolutionize traditional outsourcing. At Systems Plus, we redefine global business operations.





Founded in 1987 by Mr. Nikunj Jhaveri, Systems+ offers a comprehensive suite of IT services, including Managed GIC services, DevOps, Cloud Consulting, Development and integration support, and SOC/NOC services. We specialize in serving global clients across various sectors such as (but not limited to) Retail, FMCG, Logistics, Manufacturing, and Financial Services. Our approach to service delivery ensures maximum business agility through the integration of cutting-edge technology with legacy systems. With a philosophy of always keeping our customers first and more than three decades of experience in developing disruptive solutions, our perfect play of talent and technology will ensure your business's customized needs are met, and that you #GetITRight.

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