

# Tamkeen Success Story (KSA)

## About Tamkeen

Tamkeen technologies has been founded after the decision of the Ministry of Labor with a partnership of Takamol Company for holding business services and Human Resources Development Fund in the middle. To deliver highly valued and innovative IT solutions to the Government sector by leveraging on strategic partnerships, harvesting top Saudi talent and adopting leading technological capabilities.

<http://tamkeentech.sa/>

## Understanding Tamkeen Objectives

ITS is going to utilize our development and delivery center to outsource 11 x Developers as a base of appositely Offshore Development Center.

IT understands that TAMKEEN goal is to setup appositely development center to coop with the expansion and business plans. From that Essen, TAMKEEN is looking for ready-made and certified center to support their ambitious plans. Taking into consideration the mitigation of any potential risk or drawback in order to seamlessly and neatly develop the In-house Applications.

## ITS Offered Solution:

### Managed Workspace

Prepare secure compartment to accommodate up to 15 resources

- Provide Seating (Desk, PC, Internet Bandwidth and Internet Protocol Telephony) to Each Resource
- Provide and maintain renewal of Software and Licenses for PCs as per TAMKEEN requirements
- Establish secure remote connection between GDC and TAMKEEN datacenter to gain secured access to required systems
- Provide isolated network secure network for Tamkeen team at ITS premises
- Provide Class A Secured Workspace Environment

### Managed Resources

Provide a team of 12 professional resource across multiple technologies and disciplines such as: Backend Developers, Frontend Developers and UI\UX Designers.

## Challenges:

- Difficult to hire required skills from the local market due to regulatory restrictions

- Achieve a large cost reduction of current operational costs
- Time to market with a short time mobilization frame
- Rapid & dynamic demand for new projects with capacity limitation
- Operational burdens such as Hiring lifecycle, Medical insurance, Transportation ..., etc.

### Our Values & Benefits:

Our value proposition (High Quality vs Competitive Pricing)

- ITS adopts strong operational framework and apply worldwide standards (ISO20k, ISO27k, CMMi5) and ITILv3 best practice
- ITS has flexibility and agility to hire resources for short or long periods utilizing our surplus resources or hiring from the resourceful Egyptian market
- ITS provides very competitive pricing taking into account the Egyptian market reasonable salary scales compared with GCC area
- ITS adopts strong change management mechanism to accommodate scope changes without affecting the service quality
- ITS provides a strong service delivery management framework, starts from resource selection, hiring and extends to resource retention
- Extensive Continuous service improvement (CSI) practice during the project life phase
- ITS provides service governance during the project lifecycle with quarterly service review meeting along with escalation management

### Key Success Factors

#### **Agility to Customer Requirements (overall Project needs)**

Develop the requirements for a startup unit can be very challenging. As customer requirements, pre-screening, and talent selection kept developing several times during the initial hiring, ITS always responded in agile approach offering several options, clarifying the impacts and illustrating the best practice alternative selections. ITS assumed the responsibility to relief the customer burdens. ITS with a proven track record of development expertise understood and solved all the ambiguities faced our customer.

#### **Agility (Environment Procurement)**

Enable the customer resources to attain a best-practice development environment is very essential phase in delivering the customer value. Our customer was looking forward to expand their business process with an outsourced development environment. ITS agile approach introduced a recommended list of required Furniture, Fixture and Equipment with all the details about what is already included in ITS offshore outsourcing service and what is mandatory to be provided by the customer. In Addition, and as mentioned in the previous point, ITS demonstrated agile approach for the customer-requested Environment changes like the specifications of the resources laptops for example.

#### **Agility (Resource Provisioning)**

Offer our customer a diversified set of resources, with wide range of capabilities matching the project requirements. ITS provided Several interviews and screening procedures to suit numerous applying candidates and allowing our customer to benefit from resourceful local markets. ITS enhanced the customer vision regarding the candidate leadership and performance capabilities and skillsets, however, the final decisions were always retained to the customer management.

### Other Success Factors

- People (you need to have the right person doing the right things in your projects.).
- Process (There needs to be a common understanding of 'how we work').
- Preparation (Invest time in meeting the key people on your vendor's side, to define processes, to select the right people in your team, to prepare contracts, to define projects, to get your existing organization ready for the new situation)
- Performance (All the people working in the cooperation should create productive output and this needs to be measured).
- Profit (Before and during the cooperation, the bottom line should be that offshoring brings your company profit).
- Create value to the customer
- Minimize Business Impact
- Maintain QOS & Reduce Cost
- Maintain Customer Satisfaction
- Meet Customer business needs
- Improved management of cost leads to financial savings
- A culture of continuous improvement
- Provides you with a competitive advantage
- Consistency in the delivery of your service or product