

# HOW **GIGACLEAR** SIGNIFICANTLY **REDUCED** OPERATIONAL **COSTS** THROUGH OFFSHORE **STAFF AUGMENTATION**

## INTRODUCTION



Gigaclear is an award-winning and privately funded rural provider of ultrafast broadband in the UK. Recognising the inequality in broadband access for rural communities, Gigaclear has pledged to bring fast and reliable internet directly to doorsteps that are often overlooked by traditional providers.

With a growing demand for services and the need to swiftly adapt to technological changes, the company decided to explore offshore staff augmentation as a viable solution.

## MORE STAFF WERE NEEDED TO SERVE RURAL COMMUNITIES

iTelaSoft's staff augmentation services were the perfect solution for Gigaclear. The business had with three goals when it came to leveraging offshore staff augmentation:

Expand their technical capabilities to meet evolving market demands

Achieve cost savings while maintaining high-quality service delivery

Enhance operational flexibility to respond swiftly to market changes

## A CUSTOM SOLUTION TO OPTIMISE OPERATIONAL EFFICIENCY FOR A TELECOM GIANT

iTelaSoft created a tailored 4-step staff augmentation strategy for Gigaclear to help realise these three objectives.

### The strategy involved:

#### Needs assessment

Collaborative sessions were conducted to identify specific skill gaps, project requirements, and operational objectives

#### Customised team formation

Gigaclear worked closely with iTelaSoft to build a dedicated offshore team with expertise in areas such as Software Development, Software Quality Assurance, DevOps, Salesforce, and Business Process Automation

#### Seamless integration

Through effective communication channels, virtual collaboration tools, and a shared project management platform, the offshore team seamlessly integrated with the onshore teams

#### Ongoing training and support

Continuous training programs and knowledge transfer sessions were organized to ensure that the offshore team was aligned with the latest technologies and industry best practices

## SUBSTANTIAL COST REDUCTIONS AND ENHANCED SERVICE DELIVERY

The strategic integration of offshore staff augmentation has yielded significant advantages in terms of operational efficiency, cost-effectiveness, and heightened adaptability to dynamic market conditions.

### iTelaSoft's tailored staff augmentation services have allowed Gigaclear to:

#### Reduce operational costs significantly

Reduced costs now allow Gigaclear to allocate resources strategically and invest in innovation

#### Achieve greater scalability and flexibility

Greater flexibility in scaling resources up or down based on project requirements enable the company to respond swiftly to market fluctuations

#### Enhance technical expertise

Access to a diverse talent pool with specialised skills (e.g. Salesforce, Bizagi, etc) lead to improved technical capabilities, accelerating the development and deployment of new services and features

#### Improve time-to-market & gain a competitive advantage

Streamlined development processes and extended operational hours due to time zone differences resulted in quicker time-to-market for new products and services, enhancing Gigaclear's competitive edge

#### Focus on core competencies

With many of the routine tasks and support functions managed by the offshore team, onshore resources can concentrate on core business activities and innovation

#### Provide high quality service delivery

Adherence to stringent quality assurance measures and effective communication channels ensure that the offshore team deliver high quality results in alignment with standards

Together, iTelaSoft and Gigaclear are actively cultivating a digital ecosystem characterised by progress, inclusivity, and expansive opportunities for individuals seeking equal access to the digital realm.

## WANT TO **EXTEND** YOUR **TEAM** THROUGH **STAFF AUGMENTATION**?

We offer specialist expertise to meet your needs so you can continue with your innovation or project plans.

If you want to know what's possible for your business,  
[Please contact our team](#)