

# 6 STEPS TO A SUCCESSFUL GLOBAL WORKFORCE

So, you're considering boosting your capability with an offshore team. You understand the benefits that a global workforce can deliver but you're not quite sure how to go about implementing one. Well, one thing is for sure, to implement and execute a successful offshore team, it takes meticulous planning and a proven approach.



## BUSINESS REVIEW

We will work closely with you to review the existing organizational chart and structure to understand which processes and roles can be effectively offshored.



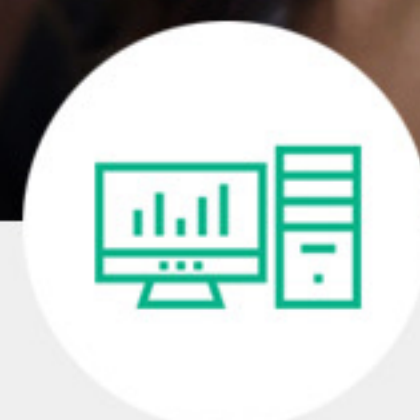
## OFFSHORE STRATEGY DEVELOPMENT

We will work collaboratively with you to develop the strategy that will underpin the offshore implementation. This encompasses major components including understanding staffing requirements, the pilot program and key time frames to be adhered to.



## RECRUITMENT

Once business needs have been identified, and the offshore strategy development finalized, we will undertake the entire recruitment process in collaboration with you. This entails position description development, screening, testing, endorsing, and recruiting.



## FACILITIES & TOOLS

We will provide all of the facilities and tools required for your offshore team members to succeed. This includes office space, computers, headsets, software, chairs, stationery, and all other tools needed as part of the role requirements.



## ONBOARDING

Our experienced human resources and training workforce development teams will work closely with your team to ensure team members are integrated and embedded into the business successfully.



## ONGOING SUPPORT

We will provide you with on-going support to ensure the continued success of your offshore team. This includes the appointment of a Client Care Supervisor and regular scheduled reviews and meetings to create open channels of communication.