

BLUE PEARL DELIVERY MODEL

Blue Pearl's Delivery & Transition model is a well worked out model, which not only helps the client in transferring their non-core activities and systems smoothly, but also allows for a total analysis of the process thereby allowing for favorable and efficient changes of the process and more precise and accurate delivery from Blue Pearl.

delivery & transition

Blue Pearl's Delivery and Transition model



Analysis

- Understand client's business
- Identify outsourcing opportunities
- Assess costs pertaining to requirements and the risks involved
- Confirm value proposition

Solution Design:

- Develop Technology and connectivity solutions and formulate business plans
- Design the hire and train process
- Define the process to deliver the identified value
- Define the process implementation plan
- Specify timelines

Transition

- Adapt specific plans client specific requirements for technology, connectivity, manpower, process, etc.
- Simulate/replicate client process to precise specs
- Confirm performance requirements/SLAs
- Design procedure documentation
- Validate and get client's approval

Service Delivery

- Delivery execution
- Adherence to SLAs
- QC plan to be put into effect
- Control and regulation plan to be put into effect

Communication and Reporting

- Identify SPOCs on either side
- Ensure continuity of reporting and communication with client representative
- Service quality plan in effect
- Weekly/Monthly/Quarterly reviews of SLA adherence and business status

