

FTE Engagement Model



Industry

Banking Industry

Overview

In a constantly changing environment, it is not uncommon for the budgeted volume projections to be considerably different from actual volumes. In the case where demand exceeds expectations, unit/department managers must be able to build & present a business case to justify the need to fill full-time equivalent (FTE) vacancies. In the BPO industry, employers may hire target based employees who will work for few hours at your office premises. Most of the companies hire Full time employees as they have to abide by the Data Protection act. Hence they maintain high standards for quality & data protection.

Onsite SAS FTE Deployment



Client

A leading private bank of India.

Business needs

Client had engaged three professional firms from Mumbai to provide data management & data analysis of SAS projects on a regular basis. It was also to provide four or five invalidation/FTO projects a month.

Challenges

The major challenge was the Quick turn-around requirement of SAS projects in a preferred pre-defined style.

Datamatics' Solution

Datamatics proposed its FTE engagement model wherein entire process of augmenting staff is very transparent, formal & streamlined - leading to a reduction in overall costs & better process management.

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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Approach

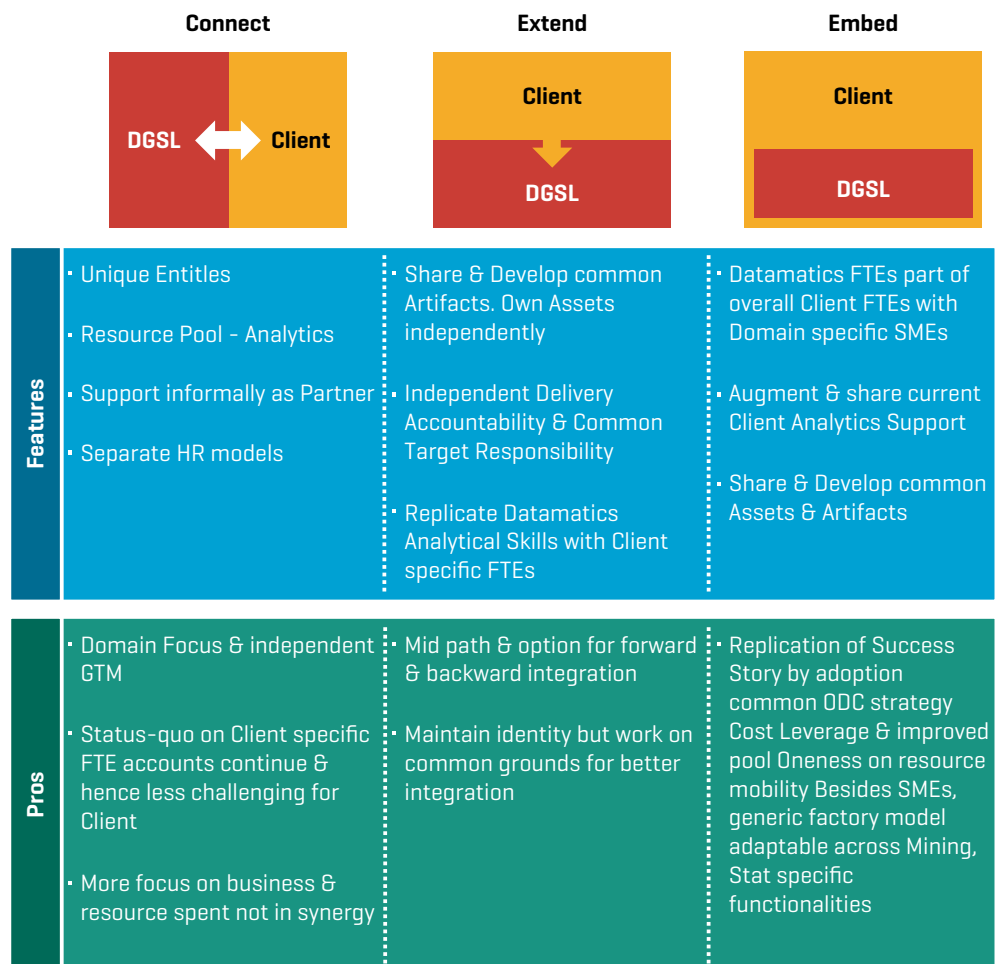
- **FTE Selection:** Résumé of professionals was sent to the client, as per requirements. The client selected five FTEs out of these professionals
- **Preferences Training:** Client sent some samples of their work & their Preference/style of formats. The FTEs developed an understanding of these preferences & then had a conference call with the client
- **Standardization of processes:** During the first week, all the processes, deliverable formats, delivery timelines, conference call schedules & weekly report format were finalized

Benefits

Datamatics allows an employee to work with the client only when the employee has successfully completed training programs & is certified by the Code of Conduct & DPA assessments.

In a FTE engagement model the number of working hours by Datamatics onsite employee represents one full-time employee during a fixed time period, for example, a month or a year. FTE simplifies work measurement by converting work load hours into the number of people required to complete that work.

Process



Result

The client continues to have a relationship with Datamatics for servicing its increased requirements.