



DIGICEL CASE STUDY

Outsource product deployed at Digicel Asia



AT A GLANCE



Location: Remote Team India

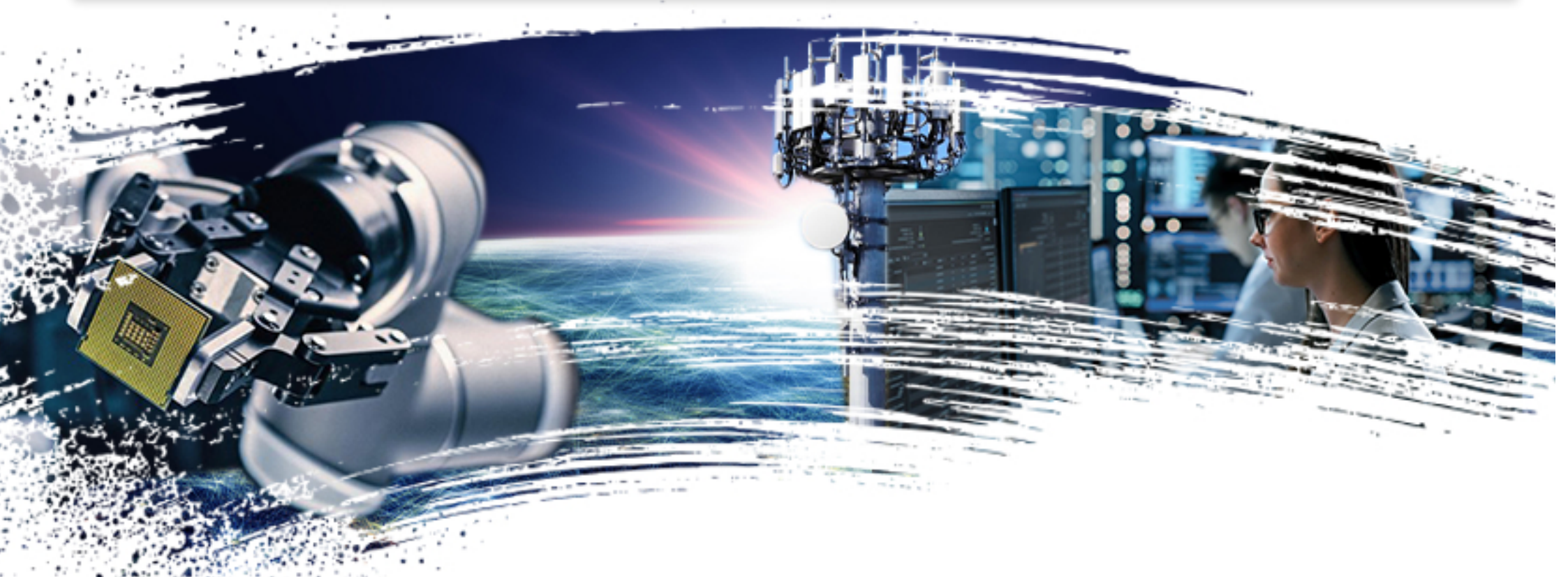
Sector: Mobile Network Infrastructure

Job titles: Engineers + Tech Project Leaders

Project timeline: 24+ months

Services provided: Managed Services

Team Size: 16





EVERY DIGICEL METRIC IMPROVED

Project Background and Issues

Digicel Pacific had outsourced a suite of development to a major international consulting firm. The team were entrusted to deliver Purchaser Network across the Pacific, but Digicel's regional leaders were deeply concerned about the team's commitment, focus and resource planning.

To the extent, they felt the team were being paid for 100% of their working week, but only delivering 50% of their effort. With little visibility, transparency and reporting from the teams, Digicel decided the high fees were completely unjustified.

Project Solution

Digicel had experienced Tangent's high standards, advantageous pricing and efficient PO/Invoicing approach within Jamaica, and so invited Tangent to bid and take over the account. The following promises were made and kept:

Finance

- Fees charged were x% lower than the incumbent supplier
- 45-day payment terms on that invoice
- Reconcile all of the services provided for that quarter

Accountability & Reporting

- Biometric tracking of team staff provided cast-iron evidence of commitment
- Better reporting directly to their relevant stream managers within the end-customers

Transition

Productivity and momentum were increased through the judicious migration of the best performers to the new Tangent Team and project leaders. New offices, well-being efforts, better engagement with project lead and end clients ensured the team were engaged and satisfied.

Flexibility

Although many aspects were agreed in advance, plenty of flexibility was put in place to either dial-up or down resources, but also to re-deploy as different streams became priorities. This improved productivity and cost control.

Project Outcomes

25%
Decrease in team size



20%
Reduction in fees



10%
Increase in network availability

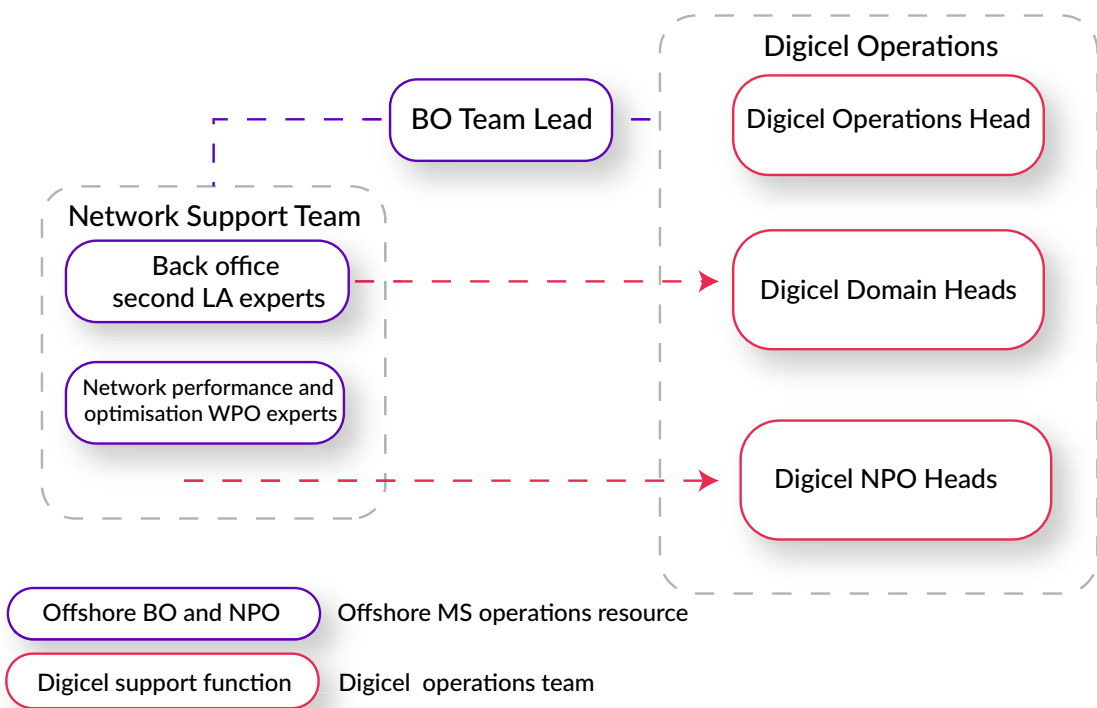




OPERATIONAL SET UP

The success of the project relied upon a flawless operational set up, below we list out the team structure and the resource allocation.

Digicel & Tangent Team Structure



Resource Allocation

Location	Function	Resource Count
Offshore	IT support	3
	BO Lead	1
Offshore	BO - Core	1
	BO - TXN	3
	BO - RAN	2
	BO - VAS + OSS	1
	BO - IP	2
	RF Optimization	4
	Total	17



TESTIMONIALS

“The main concern of this project was to save the OPEX. Secondly, the previous MS providers were facing difficulties in their scope of work. Contractually, they weren’t running the project end-to-end, so some parts of the wider network such as IT and power monitoring were unavailable. So even with their previous headcount of 60, the team were not able to access all of the resources they needed for the project.

When Tangent joined the project, they hired all the necessary resources and managed the project end-to-end, which helped with the small size of the network (just 1000 people). Often with managed services, there is too much bureaucracy and time-wasting, and not enough room for flexibility. So, Tangent were able to offer a service that is designed for their client in particular, rather than a one-size-fits-all approach.

Before, network availability with the previous MS supplier was 90 to 94%, which we have now improved to **98%** through Tangent. Not only that, but the employees working on the project are happy and working extremely productively. So, even with a smaller team size, the project output and success has improved dramatically.”

Vinay Sharma
Department Manager – Network Operations
Digicel Group



OUTSOURCE PRODUCT

Find out more about out the Outsource product which delivered this successful project, [click here>>](#) or email the Outsource team: outsource@tanint.com



TESTIMONIALS

“Much of the team working for the previous MS Supplier was moved over to Tangent Intl, including their NOC manager. This meant the transition to a new contractor was extremely smooth and the team was already aware of the project details. The team were also able to manage the project with a result-oriented setup that allowed them to waste no time on bureaucratic process reports and meetings.

The project has gone from being managed by a team of 35, down to a team of 16. When the previous contractor supplier was managing the network with increased network availability. That shows that the team are working more productively with mutual understanding, leading to higher quality and profits.

On top of that, the work on this project resulted on two members of the team receiving a customer satisfaction certificate from Digicel.”

*Gagan Mishra
BO Lead
Tangent International / Digicel*



OUTSOURCE PRODUCT

Find out more about out the
Outsource product [click here>>](#)

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