INTELLIGENT

E C O S Y S T E M S

F O R

BUSINESS & IT

TXYSAI - contact@y-sai.com

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BARYON BRIDGE LABS

FIXING

OUTSOURCING

ISSUES

FOR

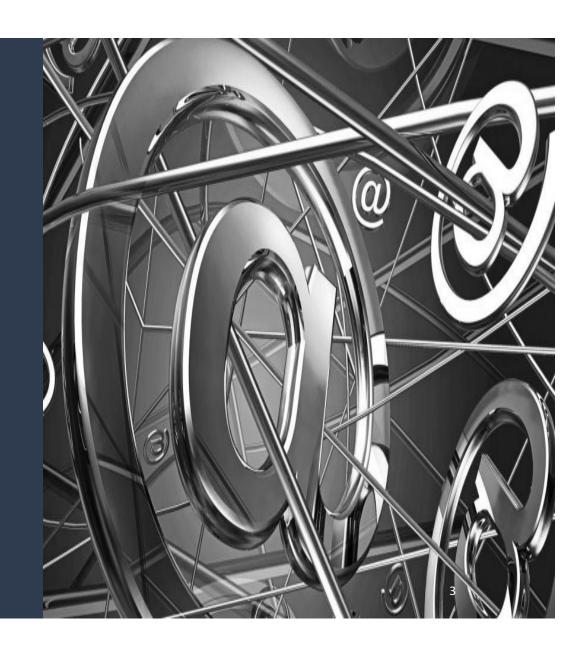
BUSINESS & IT





## **PURPOSE**

- Peak Performance: Empower teams to deliver excellence while overcoming tight demands and schedules
- Excellent Global Service: Empower
  management to out-maneuver
  multicultural constraints in a global,
  distributed workforce



TXYSAI - contact@v-sai.com



#### OUR CUSTOMERS

## CONTRACTING & CONTRACTED ENTITIES

- **Prior** to outsourcing or being outsourced
- Mid-Stream when the outsourcing experience is less than ideal



## SECTORS

Government
Private Sector
Non-Profit

SDLC, IT OPS, PMO, Call Centers, More...

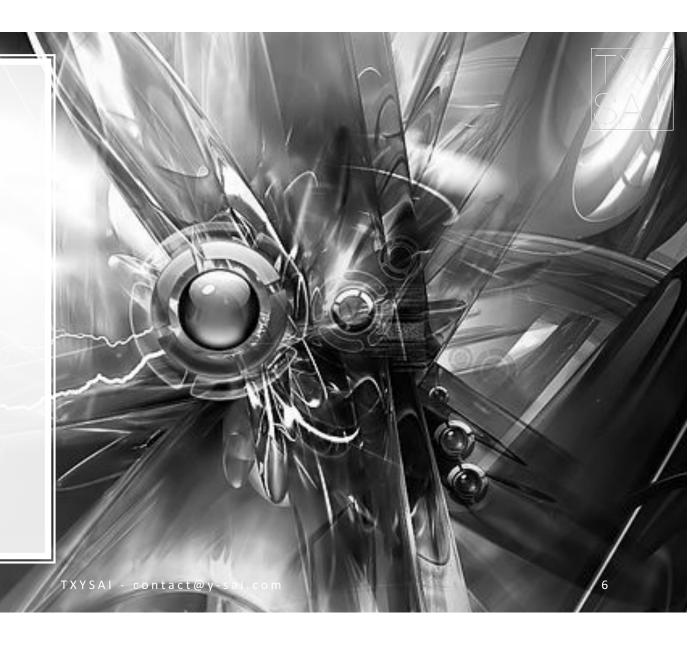


## APPROACH

LIVE, ONLINE, CUSTOMIZED PROGRAMS,

infusing
 cybersecurity &
valuation methods,

TAUGHT BY
EXPERIENCED
PROFESSIONALS



Modular units tailored to contracting companies prior to engaging in outsourcing, and post-engagement

Modular units tailored to outsourced teams prior to signing a contract, and once they have accepted the work



## TXY SAI

## ISSUES WE ADDRESS...

- Revenue loss
- Quality deterioration brand reputation
- Schedule delays
- Scope mismanagement
- Overrun cost
- Violation of policies and procedures, or contractual agreements
- Misalignment of expectations

- Non-delivery of service
- Unclear direction that would allow fulfillment of expectations
- Incomplete information to reconcile issues
- Delays in validation and verification
- Incomplete requirements definition
- Poor cybersecurity practices

# ECOSYSTEM PHILOSOPHY

- Our proven results are based on merging all silos and treating mitigation and remediation consultation and workshops within an ecosystem framework.
- Our success is visible through the speed and accuracy of the results



#### BEFORE

**AFTER** 



- post-contract processes and decision rights not understood
- 2. poor mutual understanding of the contract
- loss of key talent and/or poor knowledge transfer
- 4. end-user resistance to adopting new methods
- 5. culture clash between the client and service provider
- 6. changes don't last
- 7. lack of compliance

- clarity & precision of expectations,
   understandings and outcomes
- 2. requirements and agreements deconstructed and evaluated
- 3. on-the-go consistent and continual knowledge transfer
- 4. organization and change management tailored practices
- 5. overdrive on communication and methodology for transparency
- 6. roadmaps for adoption of changes
- 7. embedded compliance at all stages

#### **BEFORE**

- little or no support from client leaders receiving services
- 2. client retained team not in place or too small
- 3. client retained team lacks required skills
- inability to meet pent-up demand for services
- 5. language barrier
- 6. time-zone ineffectiveness
- 7. poor quality
- 8. lack of proper cybersecurity practices

#### **AFTER**



- 1. Support structure developed, practiced, and enforced
- 2. mapping of capabilities to task and measured outcomes
- 3. skills and experience correlated with expectations and results
- 4. measured anticipated growth and demand for services
- 5. methodologies practiced for elimination of language barrier
- 6. time-zone maximized for effectiveness
- 7. quality management practices included
- 8. cybersecurity practices embedded

## **CURRICULUM**

Our Programs are

Customizable to ensure

Content and Duration

Match Our Client's

Needs



## MODULES



- Communication Management
- Commitment & Responsibility
- Removal of Cultural Barriers
- Quality Management
- Transparency & Accountability
- Decision Rights Mapping
- Knowledge Transfer
- Expectations Management
- Business Etiquette
- Business Alignment

- Contract Deconstruction
- Risk Management
- Compliance
- Requirements Management
- Change Management
- Configuration Management
- Delivery Management
- Executive Presentation Skills
- Customer-facing skills

#### PROGRAMS



- FREE CONSULTATION & PRELIMINARY ASSESSMENT infusing an ecosystem and cybersecurity perspective to increase the value of the engagement (plus):
- ESSENTIALS 12 hours, U.S. \$3,900 (covers up to 30 participants with various roles). At least 2 C-level executives of large organizations, and other professional experts assisting client
- UTILITY 24 hours, U.S. \$9,120 (covers up to 30 participants with various roles). At least 2 C-level executives of large organizations, and other professional experts assisting client

### PROGRAMS



- EQUIPPED 40 hours, U.S. 14,800 (covers up to 30 participants with various roles). At least 3 C-level executives of large organizations, and other professional experts assisting client
- RESILIENCY 120 hours, U.S. \$43,200 (covers up to 30 participants with various roles). At least 3 C-level executives of large organizations, and professional experts engaged to work with the client
- CUSTOMIZED PROGRAM (flexibility on duration and content)





## METHODOLOGY

- Scenarios for increasing the caliber of delivery and mitigation of risk
- Simulations for overcoming key challenges
- Live Interaction focused on immediate remediation needs
- Best Practices for Global Success
- Rehearsals with Executives & Managers
- Long-term action plan for continued growth

## DELIVERABLES

- Preliminary Analysis of Need
- Tailored Workshop for Client's Specific Challenges
- Scenarios, Exercises & Simulations for Peak Performance
- Tailored Wrap-Up Consultation to Ensure Success
- High Level Roadmap for Sustainable Growth





#### OUR INSTRUCTORS

SENIOR EXECUTIVES
PROFESSIONAL EXPERTS

Our instructors are executives and subject matter experts in multiple industries and sectors (mid-size to large organizations)

CEOs, CIOs, CTOs, COOs, CISOs, VPs, PMs, PgMs, SMEs

