

8 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 this is for sure, to implement and execute a successful offshore team, it takes meticulous planning and a proven approach.

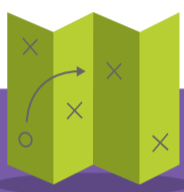
1 Come up with an offshoring plan

You'll need to work out what offshore arrangements will make your business function more efficiently. An easy way to do this is to think about the roles that don't need a physical office presence. Any roles where employees could perform their tasks easily from home could be effectively offshored. Also think about labour intensive, process oriented work, roles like data entry or transcription... these roles lend themselves to offshoring well.

2 Set a realistic budget

Once you've determined which roles you could offshore, you'll need to set a realistic budget that includes everything from salary, to benefits, set-up costs and service fees. You need to understand that there will be a number of fixed set up costs that you'll need to consider. In addition to employment costs, you'll also need to think about office space and rent, office furniture and other equipment and many other expenses.

START



3 Find your office location

This is one of the most critical aspects to any offshoring plan. Picking the right location will determine whether or not you have access to a high quality talent pool from which to recruit from. Selecting a metro location with good access to amenities is incredibly important. Locations such as Makati City and Bonifacio Global City are good starting points.

6 Find the best staff

This is where your global workforce really starts to take shape. You need to find the right people for the right jobs. There is a huge and accessible workforce in the Philippines and sorting through this to find the perfect people for your business can be daunting. To increase the odds of success, you must ensure you spend time carefully scoping the role requirements and defining the key characteristics of your ideal employees. With detailed role profiles in hand, you're more likely to find the great talent you're looking for!

7 Bring the team together

This is when you get to know your new staff and welcome them to an open, engaging and inviting work environment. Building a positive, rewarding and nurturing offshore team is vital if you're to see the output you desire. A great culture underpins any successful offshore team. Having long term and engaged offshore employees can accelerate your businesses growth and help you achieve real cost efficiency. There are many ways to achieve this including a regular internal communications program, a comprehensive change management approach, travel to and from offshore offices and more.

4 Develop a staffing plan

Once you've developed your plan, set your budget and found your office space, you need to think about your staffing plan. What tools and support are you going to need to integrate a global team into your business? This includes training and development programs through to all operational requirements such as starting times, flexible working arrangements and more. It's also important to have a thorough understanding of the cultural and legal requirements.

5 Setup the IT

Having a global presence means having a reliable IT infrastructure and security in place. With the remote working nature of an offshore team, they need to have access to high speed internet connections, leading edge technology for the performance of tasks and easy to use communication tools such as Skype readily available. Scoping out your existing IT setup and then assessing what you need for offshore success is vital. Without a reliable IT approach, your offshore program is doomed to fail.

8 Utilise an experienced service provider

Setting up an offshore team is achievable, however, it is fraught with danger if not done correctly. Engaging a proven offshore services provider can rapidly deliver you the results you're looking for. Why is this?

Reputable providers can:

- help you navigate the political landscape,
- access the best talent,
- have readily available office space in the best locations
- give you access to proven IT infrastructure and, most importantly, and,
- work collaboratively with you to integrate your offshore team into your business.