Recruitment of Highly Skilled Technical Resources for a US-based Software Company Specializing in Developing Web Applications

Arctern helped a California-based software company (the "client") source and on-board highly skilled technical resources to work offsite at Arctern's world class facilities in India. The client specializing in custom open source web application development, web hosting and support engaged Arctern to deliver full time resources and workspace for the contingent workers to utilize.

Challenge

The California-based client specialized in application development exclusively using open source technologies. They approached Arctern for assistance in finding and on boarding two PHP developers proficient with LAMP (an acronym for Linux, Apache, MY-SQL, Peal/PHP/Python) technologies. They also required a Linux specialist equipped to administer Linux servers operating in a high availability environment.

The client's customers ranged from Web 2.0 startups to Fortune 500 companies. Their projects included small- and medium -sized business internal applications. The developers were required to work on custom web application projects for their various customers, in addition to their own internal open source projects using Radria (Rapid Development of Rich Internet Applications). Radria is a collection of rapid application development tools to build PHP and Javascript applications. It was developed by the client company and is designed to save hours of work for web developers and designers engaged in building web applications – from simple sites to full featured enterprise applications.

Arctern Solution

Using a comprehensive and finely honed recruitment process, Arctern identified, hired and on-boarded resources with the required technical knowledge, communication skills and professional experience. The client was actively involved at various stages of the recruiting process, including assessing the suitability of the candidates via focused telephone interviews arranged by Arctern.

In line with Arctern's RemoteHire® engagement model, the resources hired and brought on board were managed jointly by the client and Arctern. The management responsibilities were split between the two organizations with the client client seeing to the functional aspects of the remote hires' role. This included defining the precise nature and scope of work, laying down time frames for deliverables, monitoring the progress of work, setting performance indicators, etc. Arctern maintained responsibility for all day-to-day, operational aspects of the work.

In addition to providing the infrastructure and world-class facilities, Arctern extended an array of shared support services including transport, HR, payroll, and IT support. State-of-the art communication tools for effective collaboration between the client and remote hire were provided in addition to the required hardware and software.

The client was completely assured of information security, both at the network and desktop levels. Management oversight of the remote hires was facilitated through an operations manager – a non-billable resource for the client. The operations manager acts as a liaison between the client and Arctern, briefing the client at regular pre-arranged intervals on the progress of work and other issues related to the overall performance, productivity, commitment and behavior of the remote hire. Arctern's triangulated engagement model engages the operations manager to serve as the first point of contact for escalating operational issues. If needed, the operations manager will bring the client and remote hire together to ameliorate the problem.

Remote hires sourced through Arctern's RemoteHire® are de facto employees of Arctern and subject to Arctern's corporate governance framework. This framework is closely aligned with

Benefits

Engaging with Arctern benefited the client is several ways:

- Saved on time, effort and cost involved in recruiting a resource with similar knowledge, experience, and skills in the US.
- With infrastructure, facilities and an array of support services, including management, administration, HR and Payroll, provided by Arctern, the client was able to concentrate exclusively on the functional aspects of the remote hire's role rather than get caught up in operational issues.
- Enabled total visibility into and control over the remote team's work

the statutory and legal norms in force in the remote hires' country of origin.   In this way, the RemoteHire® model enabled the client to enjoy the benefits of both worlds. The client enjoyed the loyalty characteristic of a full time employee and the flexibility associated with a contractor.

How the Remote Hire Contributed

Arctern has been engaged with the client for more than three years. Over this period of association, the development team has helped the client in various ways:

- Develop web applications for the client's customers in PHP and Javascript
- Create, maintain and improve complex database and Ajax applications
- Contribute to R & D work related to Radria, the client's open source LAMP application, development tools
- Provide support, fix bugs and implement new features in the existing applications, as well as interact with client's prospects to understand their project/business requirements – and take it forward to the next steps
- Enable integration of web sites (of client's customers) with popular social networking sites like Facebook, Opensocial, etc. using their APIs

We are very satisfied with our experience of engaging with Arctern under its RemoteHire® model. The two developers that the company found to work for us have proven to be knowledgeable in open source technologies, competent, and highly productive – precisely the traits we were looking for. Not only have they been involved in building open source based Web applications of various degrees of complexity for our customers but they also have been contributing to improving Radria, the small framework of open source LAMP ((an acronym for Linux, Apache, MY-SQL, Pearl/ PHP/Python) application development tools we have developed. The shared support services provided by Arctern have also been satisfactory. I would have no hesitation in recommending the RemoteHire® model to others.

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