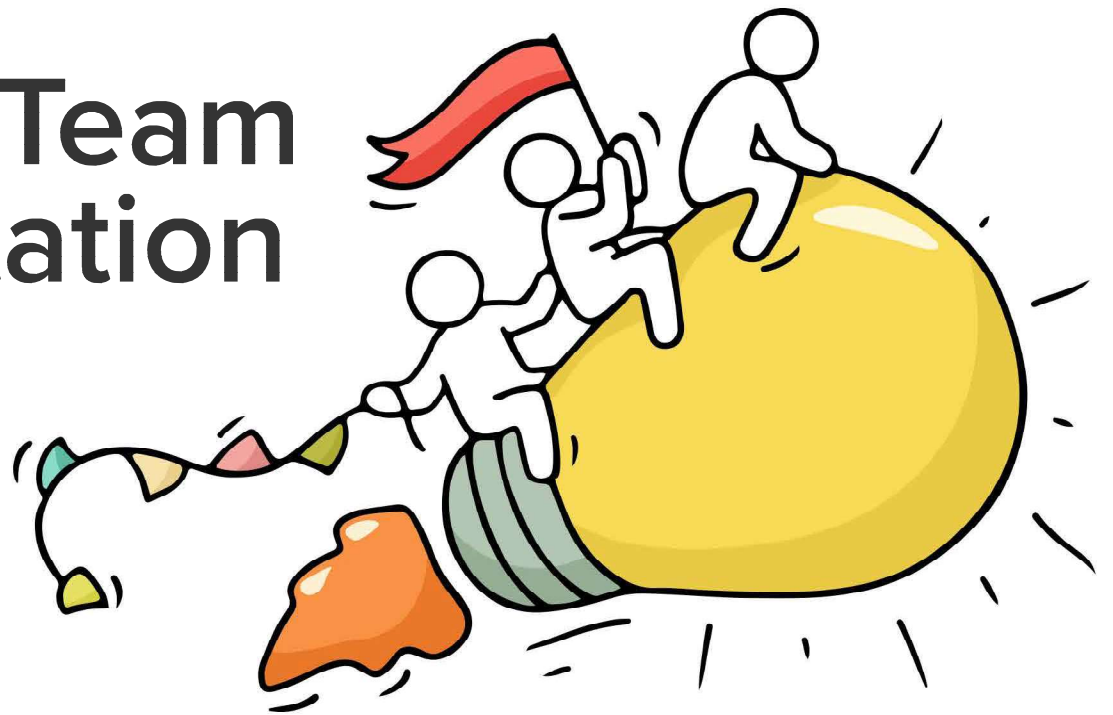10Pearls

Excel in the Development Process with
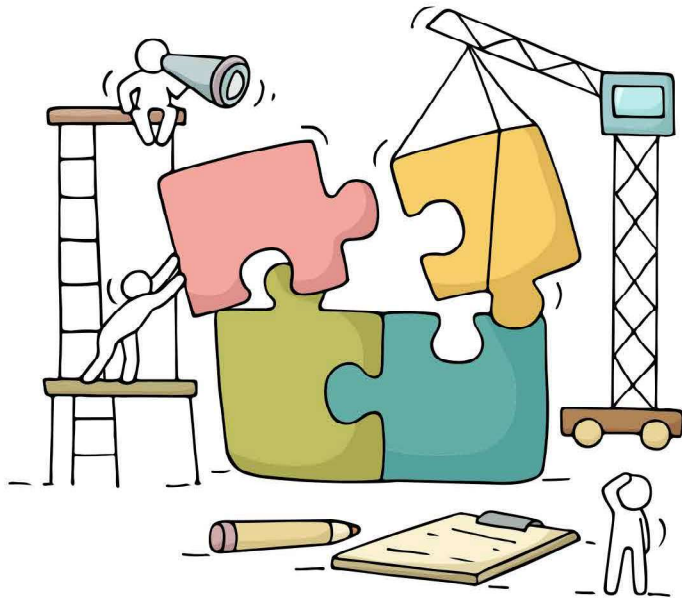**TEAM AUGMENTATION**

1 Defining Team Augmentation

WHAT IT IS

Team augmentation is the practice of partnering with an agency to **embed technical experts directly into your team**. In today's digital landscape, companies struggle to attract talent away from the tech giants, and when they do, it can be a nightmare trying to bring new team members up to speed without slowing down a products' time-to-market. To remain competitive, many leaders are turning to team augmentation to avoid the risks associated with outsourcing or the loss of resources associated with recruiting a new internal team. By augmenting an existing staff, leaders **bolster their operations** with a group of skilled technologists.

WHAT IT IS NOT

Team augmentation **is not the same thing as outsourcing** (when a company hands off a project to an outside firm entirely). Outsourcing works well for programs that are labor intensive but relatively straightforward, like Tier 1 technical support or standard software updates. Higher value work, however, like new product development or modernization of critical legacy systems, can't be completely outsourced. Instead, companies should **add the necessary talent to their existing team, emphasizing collaboration.** This "one team" approach is how 10Pearls defines team augmentation.
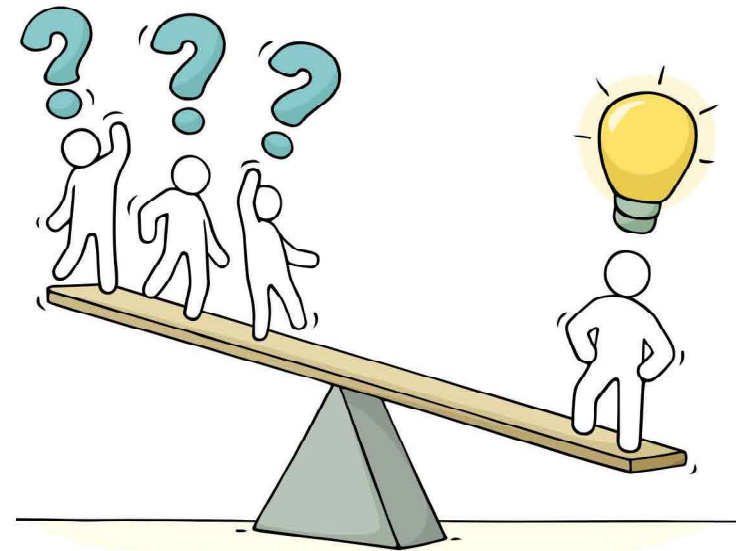
BLENDED SHORE VS. OFFSHORE

Many companies that offer team augmentation services have offshore teams. Offshore teams provide tremendous value, as the development costs are typically half of onshore firms. A blended shore model, in which some team members are stateside and some team members are offshore, **delivers the best of both worlds.**

On the Clock 24/7

At 10Pearls, we favor the blended shore model. With offices around the world, we are able to provide 24/7 support without time zone restrictions, allowing us to work faster and accelerate growth on behalf of our clients. For the most part, it is our designers and product managers based in the country (or region) our client is located, since those roles often require heightened cultural sensitivity.

Ahead of the Game

At 10Pearls Labs, we stay ahead of emerging technologies to distinguish which new tech trends will fizzle and fade and which will have long-lasting effects in your industry. We study, test, and analyze the impact of artificial intelligence, augmented/virtual reality, machine learning, blockchain, and NLP and measure their impact on software development, business models, and go-to-market strategies.

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2 Benefits, Trends, and Predictions
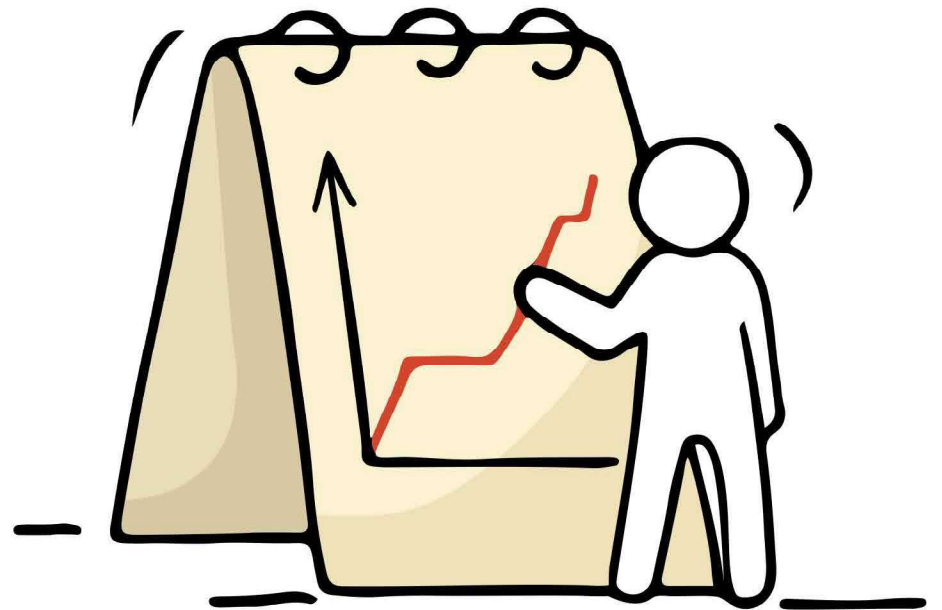
BENEFITS OF TEAM AUGMENTATION

Recruiting, onboarding, training, and retaining full-time employees requires both money and time — two things that no business leader wants to waste. With team augmentation, companies have **on-demand access** to certified engineers, developers, and designers, thus gaining an immediate competitive advantage.
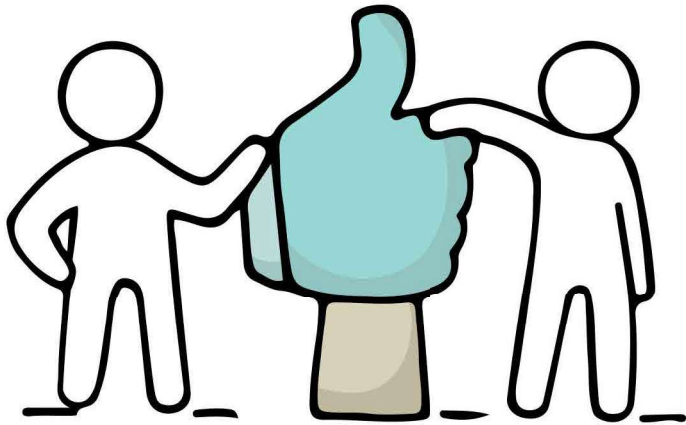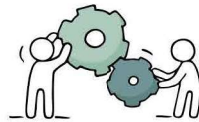
Added Expertise
Close skill gaps quickly without adding headcount

Speed
Quickly ramp up new projects without training a new set of employees

Scalability
Effortlessly add or remove resources depending on demand, avoiding costly benchtime and the headache of hiring and firing
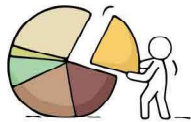
Cost
Avoid the cost of investing in internal skill development, recruiting, employee benefits, taxes, and more, which can have a major influence on the bottom line

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TRENDS AND PREDICTIONS

Job Vacancies
49% of U.S. employers struggle to fill mission-critical job vancancies, with IT positions continuing to rank among the top 10 hardest jobs to fill (Gartner).

Transformation Barriers
CIO's believe that corporate culture is the biggest barrier to digital transformations, followed by resources and talent. Those three elements make up 82% of digital business impediments (Gartner).

Meeting Complex Demands
By 2027, the complexity and scale of business objectives will demand the involvement of brain power and expertise across boundaries in more intricate ways (Gartner). To meet these demands, more and more companies will turn to team augmentation.

Staying Relevant
By 2022, nearly 80% of organizational skills will have to be reprioritized or revisited because of digital business transformation (Gartner). To stay relevant, companies will require staff augmentation to keep their teams operating smoothly.

Empower Foundation
From our founding, 10Pearls has been committed to enriching communities, which is why we founded the Empower Foundation. We believe in much more than digital and corporate growth to contribute positively to society: **doing good while doing well** through volunteer events, free courses, and program sponsorships that focus on **building a better world** for women, children, and the disabled.

10Pearls University
At 10Pearls, we instill a culture of **continuous learning** to help our workforce stay ahead of the latest trends in emerging tech and industry-specific innovation. Our center, 10Pearls University, offers professional development programs and technical trainings to promote **growth, engagement, and diversity.**

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3 How to Prepare
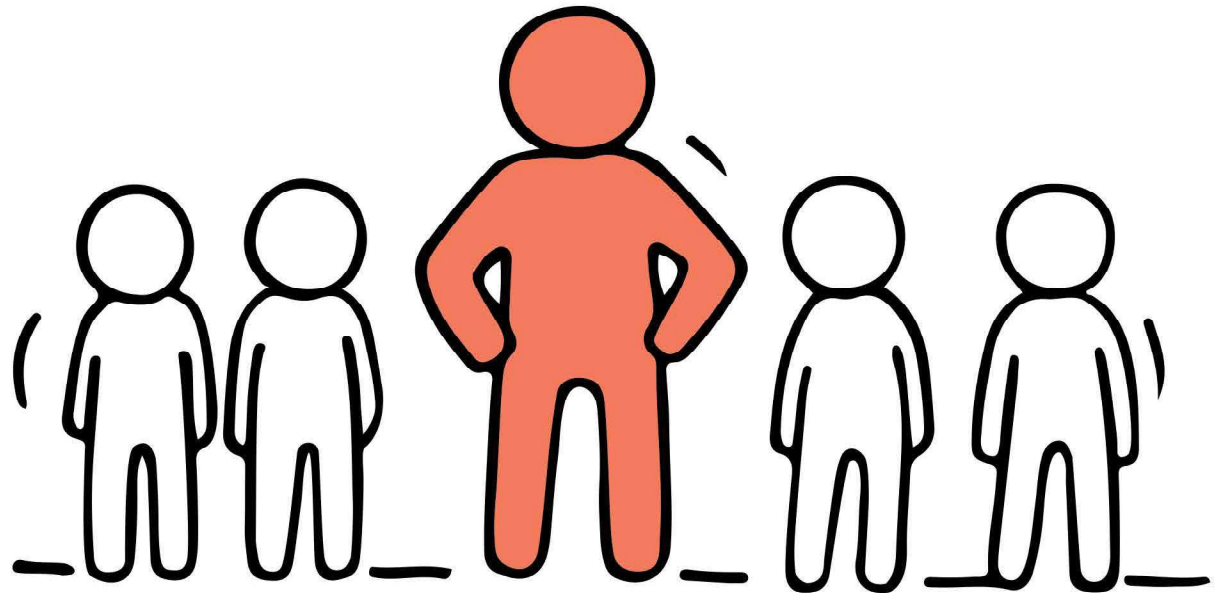
PREPARE YOUR TEAM

So, you've decided that team augmentation is the best fit for your business strategy. What next? We've compiled a list of best practices to help you **prepare your internal team**, and a compilation of **questions you should ask potential partners** during the vetting process.
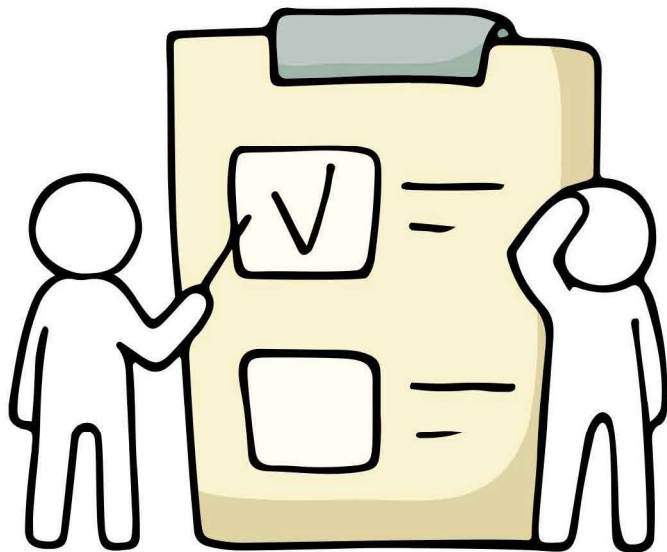
Build Initial Trust

Gain internal buy-in early on. The tone at the top is imperative, so when you are briefing your team about the upcoming changes, make sure to be transparent and frame the situation properly. Be clear that no one's job is in jeopardy, and that the incoming team members are there to help.

Prepare for Collaboration

If you opt for an offshore or blended shore engagement, invest in collaborative technology. A one-team mentality is key for team augmentation, so make sure you have tools in place that foster communication and cooperation.

Start with a Narrow Scope

Before the new members are brought on, clearly define what elements of the project they will be working on, and what your internal team will continue owning. This will prevent any confusion once the ball gets rolling.
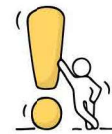
Create Shared Objectives

To create a one-team mindset early on, we recommend setting goals that requires your internal team to work collaboratively with the staff being brought into the project.

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QUESTIONS TO ASK POTENTIAL PARTNERS

What is your organization's recruitment process?
You want a partner with a well-oiled recruitment process that attracts a talented workforce.

What are the retention rates?
Low retention rates may mean the company will have trouble staffing your project at times.

What languages are spoken?
Depending on where you plan to do business, this could be instrumental. Additionally, you need to be able to communicate easily with new team members.

How do you track productivity? How do you handle underperformers?
If the company you are speaking to has no response to this question, run the other way. They need to be able to prove that the work is getting done in a timely manner, and that their workers are being held accountable.

How do you make sure your staff is staying abreast of the latest technologies?
They should have internal programs and trainings dedicated to keeping their workers up-to-date.

How flexible are you?
The digital environment is changing rapidly, and you will need a partner that is open to making adjustments to the statement of work at a moments notice.

What is the onboarding process?
The ideal partner will have a tried-and-true onboarding routine, and be willing to invest time and resources upfront.

What is the size of your company?
You may want to be a big client for a small, agile firm, or you may prefer being a smaller client for a large, bureaucratic company.

What are your strengths and weaknesses?
They should be able to reflect on what differentiates them from their competitors, and honestly discuss potential drawbacks.

Any questions? Contact us now!

info@10pearls.com   www.10pearls.com   (703) 935 1919