

# Offshoring: Building and Integrating a Global Team

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# Background

- Over-stretched South African talent pool
- Demand increasing
- Look beyond the SA “box”
- Unexplored talent pool in Sri Lanka



# Preparation

- Identify offshore partner
- Identify offshore team manager
- Identify internal collaborator
- Onshore site visit
- Infrastructure setup and testing



# Team Selection

## Targeted skills and abilities

- Statistical background
- Problem solving
- Eagerness to learn
- Attention to detail
- Ability to work independently
- Communication
- Integrity

## Recruitment

- Strong statistical programs @ Sri Lankan Universities
- Recent graduates
- Ages 25-29
- Max 1-2 years work experience
- Statistical knowledge and programming logic testing
- Dual interview process



# Training and Development

- Needs of Offshore Team
  - SAS
  - Understanding of the pharmaceutical industry and clinical trials
  - Understanding clinical trial data
  - Process knowledge and compliance
- Tools and methods
  - Online self-study training
  - Instructor-led sessions and recordings
  - F2F training
- Offshore Initiatives
  - Revision classes
  - Technical training
  - Soft skills



# Facilitating Team Integration

- Relationship building
  - Face-to-Face visits
  - Future exchange programs
- Daily full team meetings
- Mimic onshore HR process



# Operational Challenges

- Communication
- Multiple time-zones
- Lack of on-site experience for mentorship
- Additional solutions
  - Technical Trainings
  - Soft Skills Trainings



# Success Stories



- Ability to work independently
- Statistical knowledge beneficial
- Eagerness to learn, share knowledge
- Individual contributions have exceeded expectations

# Next Steps

- Short Term
  - Accelerate individual development
  - Full study production
- Long Term
  - Site independence
  - Build Statistical Capacity
  - Subject matter experts



# Conclusion

- Integration of a global off-shoring team can lead to success



# Questions

