

Everest Group Client Advances Strategic Talent Initiatives

CLIENT PROFILE



Headquarter location: US



Sector: Life Sciences



GBS centers in India, Europe, and US



Challenge

A global pharmaceutical company was setting up a Global Business Services (GBS) center in India with the goal of delivering a wide range of IT-BP services with a proactive target of developing a **high-value services portfolio** for the GBS organization.

It also wanted to pivot its talent model to build a culture of **innovation and elevate its value proposition beyond arbitrage**. Additionally, it needed to quickly and effectively tackle new **Work from Home (WFH) models**, after the onset of COVID-19.



Solution

Everest Group delivered **market insights focusing on talent availability, costs, and talent metrics** for key locations and skills during the setup phase. Everest Group also conducted workshops with senior and mid-level leadership to **share varied approaches, best practices, peer case studies, and to help build the culture of innovation in the GBS center**.

To help the client tackle the new WFH challenge, Everest Group shared its playbook examining how to **integrate WFH into the GBS operating model** and its proprietary toolkit for planning virtual delivery models for longer term WFH model planning. Further, Everest Group subject matter experts conducted multiple workshops with the client's project team to help brainstorm **and plan the elements for its future talent model, including peer perspectives on this topic**.



Outcome

With Everest Group's help, the client **witnessed a significant growth** in its GBS center driven by offshoring and insourcing during its setup in India. It was also able to position its **talent focus on high-value roles with an innovation-encouraged culture**.

Finally, the client **is on its path to long-term adoption of a remote delivery model** and designing and implementing a holistic future talent model strategy with remote delivery at its core.