



EXECUTIVE SUMMARY

This case study chronicles a remarkable decade-long partnership between one of the top five building engineering design and consulting firms in the United States and HitechDigital. The collaboration began with a small, five-person design support team and evolved into a strategic alliance that built, operated, and continuously scaled a global capability center (GCC) in India. Instead of a traditional handover, the partnership transitioned into a unique co-managed model, with the client creating its own Indian entity and HitechDigital remaining a key partner in expanding the team to over 300 engineers and three delivery centers. This strategic collaboration demonstrates a scalable and sustainable approach to global talent and operations management, proving that a long-term partnership can drive enduring value and competitive advantage.

CLIENT AND BUSINESS IMPERATIVE

As a leading provider of infrastructure and building systems, the Client required a

partner to help scale its design and engineering capabilities. The initial objective was clear: establish a design support team to handle its MEP (Mechanical, Electrical, and Plumbing) and structural engineering projects. The partnership was designed to achieve four key outcomes:

- **Increase capacity** to handle higher project volumes and respond to market demands.
- **Reduce engineering cycle times** for faster project delivery.
- **Optimize operational costs** without compromising quality or engineering standards.
- **Streamline hiring and training** processes to ease talent management burdens.

As the engagement matured, the Client sought a scalable and sustainable model that would allow for future ownership and deeper integration of the offshore team, while leveraging HitechDigital's operational and management expertise for continued growth.

Building a Global Capability Center for a top Building Engineering Consulting Firm in USA

PHASED APPROACH: A JOURNEY OF STRATEGIC GROWTH

The project was executed through a meticulous, phase-by-phase approach that addressed operational, cultural, and technical challenges head-on, leading to a co-managed enterprise.

PHASE 1: THE BUILD & TRANSFER FOUNDATION

The journey began with the strategic establishment of a dedicated delivery team. The initial focus was on drafting for electrical and HVAC disciplines, before expanding to structural, plumbing, and fire disciplines. HitechDigital's rigorous recruitment process, which included psychometric and skill tests, ensured the team was composed of highly skilled design engineers proficient in international construction standards. This phase also involved procuring all necessary engineering software licenses and setting up a scalable technical infrastructure with dedicated servers and robust security.

The team expanded rapidly, growing from an initial five engineers to 60 engineers

within the first three years and to 150 in five years. HitechDigital maintained operational excellence through daily scrum calls and weekly updates, ensuring seamless synchronization between the India and US teams. HitechDigital's responsibilities expanded to include creating employee handbooks, technical policies, and fostering a strong cultural bond between the two organizations. Regular visits from the Client's US representatives ensured a consistent and collaborative partnership.

After over two decades of successful collaboration, the partnership transitioned into its next strategic phase. To enable the long-term success and full integration of the India operations, as part of transfer stage HitechDigital assisted the Client in registering its own Indian entity. All project team members were seamlessly transferred to the Client's payroll, a significant milestone that granted the Client direct ownership of its global talent pool.

PHASE 2: THE OPERATE - FROM OPERATION TO ENDURING PARTNERSHIP & SCALING

HitechDigital's role did not end there; it evolved from a full operational management role to providing continued strategic support and co-management. This included assisting with the Client's expansion to two new delivery centers. The GCC started its first operative years in Ahmedabad center, then second center was established in Vizag in 2016, followed by a third center in Bangalore in 2023, bringing the total capacity to 300+ engineers.

HitechDigital's expertise in market research, infrastructure setup, and liaising with regulatory authorities ensured these expansions were executed smoothly. Today, HitechDigital continues to co-manage these three facilities, providing essential support services across human resources, finance, and technical operations, and ensuring the continued scalability of the GCC.

BUSINESS IMPACT AND KEY TAKEAWAYS

The strategic partnership has delivered significant, quantifiable business outcomes for the client:

- **Optimized Costs:** Offshoring more than 70% of the work dramatically

reduced infrastructure and resource costs.

- **Accelerated Delivery:** Seamless coordination between the Indian and US teams reduced turnaround times and enhanced overall project delivery speed.
- **Flexible Scalability:** The ability to rapidly scale up capabilities allowed the Client to respond swiftly to market demands and integrate newly acquired companies by consolidating resources in their India GCC.

This case study serves as a blueprint for a successful, long-term strategic partnership. It demonstrates how a flexible collaboration can evolve beyond a traditional service model to create a powerful, self-sustaining global capability center that drives long-term value and competitive advantage.

