



## Leading IT Solutions Provider Transforms Global Innovation Strategy with World-Class India Collaboration Hub

Trigent's GCC Expertise and Engineering Excellence Powered the Company's Strategic Expansion

“ Trigent architected a global innovation engine for our client: designed for scale, seamless collaboration, and sustained progress. With our proven GCC playbook and deep engineering expertise, we accelerated product development while embedding agility, quality, and long-term scalability into every layer of the operation. ”

– Nagendra Rao, President, Trigent Software

### ABOUT THE CLIENT

The client is a global leader in IT management and security solutions, providing comprehensive Remote Monitoring and Management (RMM) tools, Cove Data Recovery solutions, and innovative SaaS-native services to businesses worldwide. With a commitment to empowering IT professionals and managed service providers, the company delivers cutting-edge technology solutions that enhance operational efficiency and drive digital transformation across industries.

### CLIENT MISSION: EXPANDING HORIZONS

The global tech solutions company set out to launch its India Collaboration Hub in Bengaluru in 2024, envisioned as a strategic center to strengthen global capabilities and power its innovation agenda. They wanted to:

- Build a world-class engineering and innovation center to accelerate product development
- Enhance its Remote Monitoring and Management (RMM) solutions through local expertise
- Scale SaaS-native services while maintaining seamless integration with global operations
- Establish a high-performing team to drive sustained innovation and operational efficiency
- Create a strategic presence in India's thriving tech ecosystem to tap into specialized talent

### THE TRANSFORMATION ENGINE: TRIGENT'S COMPREHENSIVE APPROACH

As the client's trusted GCC partner, Trigent leveraged its deep expertise in software engineering, digital innovation, and Global Capability Center (GCC) operations to deliver a comprehensive solution:

- **Agile-First, Innovation-Led Approach:** Designed a resilient, future-ready GCC, embedding agility at its core
- **POD-Based Delivery Model:** Implemented modular, scalable teams for rapid setup, efficient management, flexible resource allocation, and focused domain expertise
- **GCC-in-a-Box Platform:** Delivered pre-defined governance models, performance KPIs, and setup accelerators for faster time-to-value
- **Proven BOT Model Expertise:** Executed end-to-end delivery from build to seamless transfer with sustained operational maturity

### MISSION ACCOMPLISHED

Thanks to the strategic partnership with Trigent, the client unlocked the following:

- **Built a high-caliber team in India by tapping into deep local talent pools** – attracting specialists across engineering, support, and operations through focused hiring.
- **Established a state-of-the-art delivery center** designed for rapid scale, resilience, and hybrid collaboration – ensuring business continuity and a best-in-class work environment.
- **Expanded global footprint with a strong operational base in India**, offering proximity to emerging talent and cost-effective scalability in one of the world's top tech ecosystems.
- **Enabled seamless collaboration between India and global teams**, facilitating real-time engagement, shared accountability, and continuous service delivery across time zones.
- **Achieved low attrition and high employee engagement** through local leadership, career development programs, and a culture of ownership – ensuring long-term knowledge retention.
- **Elevated operational excellence** through clearly defined governance, real-time metrics, and local leadership accountability – ensuring alignment with global KPIs and quality standards.

*Together, we've built a foundation for a resilient, innovation-driven global operation.*

