

Tata Consultancy Services - Case Study Summary

Issue - In 2016 TCS had a large IT Services Framework Contract for an Irish Semi State Company. They could not grow the account and support the client further due to inability of find local skilled IT staff and could not utilise its Global Employee Skill Set due to the 50/50 ratio of EU to non-EU staff that is required in Ireland when applying for non-EU work permits.

They approached Test Triangle for Support and to get the required resources from India, both TCS employees, and additional external resources. As a Trusted partner with the Irish Department of Enterprise we were able to apply and received the required work permits in a timely manner and deployed the resources quickly on the account, we deployed 35 staff members to its team over a short period.

TCS were able to add additional service and meet its client growing IT needs. Without the flexibility Test Triangle provided it would not have been able to grow the account and would have lost the faith of its client. This account is now generating in excess of 20 million per annum in revenue for TCS and has allowed them to cross sell other, highly profitable, cross services as part of delivery.

Tata Consultancy Services - Case Study Summary

As part of our support and on-boarding of new team members we applied for critical skills work permits for the required resources, we took care of work permit fees, legal fees (We always use a leading Dublin Solicitor, William Fry solicitors, due to name recognition and the extra weight we feel this brings when applying to the department). As part of the transfers to Ireland we provided travel expense including air tickets, transfers, initial short term accommodation when arriving in Ireland, GNIB fee and once they are employed we provide medical insurance and option to access the company pension plan. The Majority of the staff members are still with us today.

We have a sub-contracting service level agreement with TCS to manage and deploy resources at their client location based on the underlying contract they have with the end client – Risk Minimisation. The critical skill permit grants a two-year work permits and most of these resources have now completed two years, have received a stamp 4 or got residency status and they are still continuing to work with TCS and at the client location. We feel our staff retention success is because we build strong relationships with our employees, we listen to their concerns (which we pass on to TCS) and because we pay them Irish market rate salaries plus benefits.



TATA CONSULTANCY SERVICES