



# UNIQUE BESTSHORE MODEL

# FPT Software Europe – Bestshore Service Model

## Bestshore Model BENEFITS

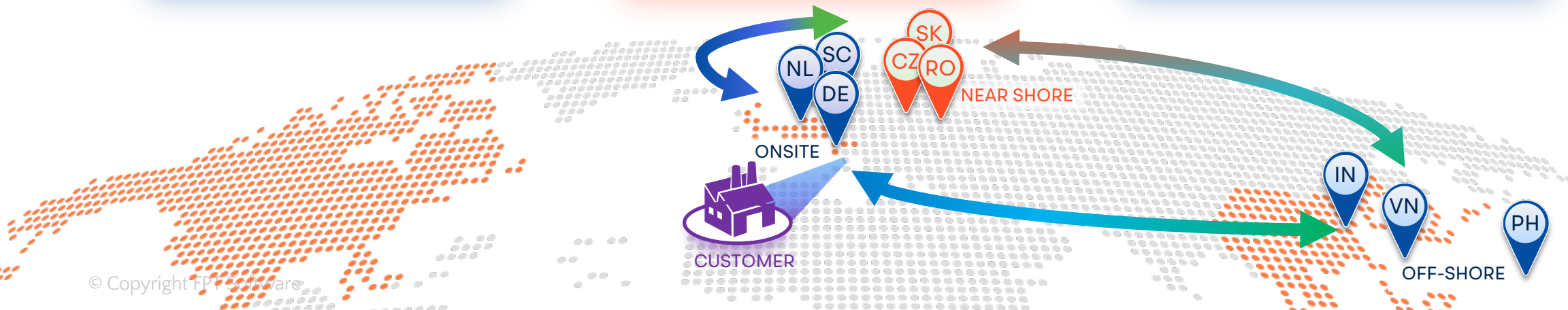
- ✓ Language efficiency & Culture understanding
- ✓ No time zone difference, 24/7 support

- ✓ Cost effectiveness
- ✓ Data protection; GDPR Compliance
- ✓ Fast scaling

ONSITE	
Germany/ Belgium/ Netherlands / Sweden/ Denmark	
Speak local language	High touch roles
Interface with customers/Main contact point to customers	

NEARSHORE	
Slovakia /Czech Republic/ Romania	
100% employees speak English fluently	15 years of experience
70% employees speak German fluently	1000+ Software engineers in pool of resources

OFFSHORE	
Vietnam / India / Philippines	
2-4 weeks Fast scaling	25 years of experience
27,000+ employees in pool of resources	Provide services for 1000+ global customers over 4 continents



# Bestshore Delivery Model

We will dedicate the team of Scrum Masters, Developers, Testers, BAs, and others who have been choosing from FPT Software's 27,000+ talents from the Resource Pool, to complement CUSTOMER skill-set and culture.





## 01. COST OPTIMIZATION

- **Onsite resources** can handle **critical** tasks that require face-to-face interactions, real-time decision-making, deal with data sensitive while non-time-sensitive or less complex activities can be outsourced to nearshore or offshore teams.
- Cost optimized by leveraging **lower labor rates in offshore locations** while maintaining a **local presence for essential activities**.



## 02. SCALABILITY AND FLEXIBILITY

- Large, highly-skilled onshore and nearshore teams.
- **Very large offshore team, able to scale up/down quickly in 2-4 weeks**
- **Agile management**, deliver what we promise with a customer-centric mindset.
- Bestshore model enables **continuous development cycles** by leveraging time zone differences.



## 03. PROXIMITY AND CULTURAL ALIGNMENT

- With **onsite** resources, companies can maintain **close proximity** to their operations.
- **Onsite** teams can **directly interact** with stakeholders, understand business nuances, client's culture, goals, and expectations, and address **immediate** concerns effectively.
- **FPT accompanies the client's goals and objectives, pay attention to each customer's need**

# Why Bestshore Model?

## Speed



Able to scale up/down quickly in **2-4 weeks**.

**Agile management:** Idea validation & Ready-made solutions/ digital frameworks to define digital initiatives quickly.

## Scalability



Able to scale up per customers' needs with 27,000+ employees, including the offshore team with 1,000+. Professionals.

Cost optimized by leveraging **lower labor rates in offshore locations** while maintaining a local presence.

## Quality



Global standardized Quality Management System builds trust among **1000+ customers**, including **89** global disruptors, with an average Customer Satisfactory Score of **94.67/100**.

FPT accompanies the clients' goals and objectives, paying attention to each customer's need.

## Global Presence



Optimal mix of high-quality near shore, offshore, and onsite delivery models.

This enables our partners to diversify their sourcing strategy to improve the bottom line, manage multiple language & collaborations across time zones, and **continuous development cycles**.

## Compliance



The certified Information Security Management System includes:

- Policies
- Procedures
- Guidelines

to ensure the security of data assets for FPT Software and our customers.

# Nearshore Only vs +Offshore

## NEARSHORE ONLY

## OFFSHORE

### Cost Effectiveness

- Good cost advantages

- **Significant cost advantages** with lower cost than nearshore

### Scalability & Flexibility

- Good talent pool with certain skillsets & experience (1000+ engineers in Slovakia, Czech, Romania)
- Good scaling up

- Good and **larger talent pool** with a diverse range of skill sets & experience (27,000+ employees, 57,000+ annual graduate students)
- Very **fast scaling up**

### Proximity & Cultural Alignment

- Same time zone
- Cultural alignment addresses immediate concerns effectively.

- **Round-the-clock** development with time zone difference
- Vietnam factor: We deliver what we promise, we share the client goals and objectives, pay attention to each customer



# The Ideal Bestshore Model

01

## ONSITE

- **Client Relationship Management:** Build and maintain strong relationships with the client
- **Consultation:** Collaborate closely with the client to gather project requirements, consult and recommend solutions.
- **Project Management:** Oversee project planning, coordination, and delivery to ensure alignment with the client's goals and expectations, facilitate effective communication and address any immediate concerns or issues that arise.

02

## NEARSHORE

- **Development and Testing:** responsible for executing development and testing tasks based on the project requirements and specifications provided by the onsite team.
- **Collaboration and Communication:** Collaborate with the onsite team, provide regular progress updates, address queries, and seek clarification on requirements.
- **Agile Support:** Actively participates in agile development methodologies to prioritize tasks and provide incremental software releases.

03

## OFFSHORE

- **Development and Quality Assurance:** Undertake software development, coding, and quality assurance activities based on the project requirements and specifications provided by the onsite and nearshore teams.
- **Specialized Skills and Expertise:** The offshore team may possess specialized skills and domain expertise required for specific aspects of the project.
- **Round-the-Clock Development:** The offshore team leverages time zone differences to work on the project when the onsite and nearshore teams are offline.



## Enhancing Customer Services

**Business needs:** IONITY aims at further digitizing their network management, including remote maintenance, to offer best-in-class services and enhance customer experience.

**Solution:** FPT Software provides the comprehensive SAP implementation and IT Services, ranging from consultancy to development and end-to-end testing. The team will be staffed from FPT's European and off-shore offices.

**Mr. Michael Hajesch, CEO & Managing Director**

*"Digital, connected services will allow us to enhance the customer experience continuously. We have been successfully collaborating with FPT Software on SAP services and solutions since 2021 and look forward to extending our partnership."*



## Securing Technology Capabilities

**Context:** In 2004, RWE established a nearshore center in Kosice, Slovakia. Ten years later, RWE made the decision to focus on developing its main IT business.

**Collaboration with FPT:** RWE signed a cooperation agreement (MSA - Master Service Agreement) with FPT to ensure technology resources for the company. FPT's bestshore model is highly valued by RWE as it allows FPT to fulfill RWE's requirements in the most optimal way by effectively leveraging onsite, near-shore, and offshore teams.

**Mr. Frank Brauer, Head of Corporate Solutions**

*"FPT's bestshore concept, which means that they deliver either from onsite, near-shore or off-shore, increases the value for us. We have a central interface that organizes the delivery for us."*



# About FPT Software



FPT Software - Global Technology and IT services provider headquartered in Vietnam.

27,000+

Employees

28

Countries &  
Territories

1000+

Clients

89

Fortune 500  
clients

US\$803 M

in revenue  
(FY2022)

## Areas of Expertise



Advanced Analytics



Hyper-automation



Digital Platform



IoT



Cloud



AI



Low-code

## Focus Industry

Automotive &  
Manufacturing

Utilities & Energy

Banking, Finance,  
Securities & Insurance  
(BFSI)

Telecoms & Media

Logistics &  
Transportation

Healthcare

For more information, please visit: <https://fptsoftware.com/>





# THANK YOU!

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