If you have chosen Salesforce, time-to-market probably matters to you. A quick and efficient implementation is the best way to realize the value of your new solution's capabilities.

If you are choosing between an onshore versus offshore consultancy to help you implement your new solution, you might be surprised to know that while they might appear equal, when it comes to speed, onshore has greater velocity. It is also notable that the onshore pace makes development less expensive and more efficient because it applies an iterative development approach.

Why Agile Instead of Waterfall

Agile and similar iterative processes that include incremental improvements are the way of the future. Agile depends on face-to-face communication and idea generation and relies heavily on discussing alternative solutions as a team. It is about individuals and collaboration, not just processes and tools.

In Agile workflows, the emphasis is on making software or products work and comprehensive documentation is seen as excessive. The value of customer involvement and team collaboration is realized in Agile and while changes, adaptations, and revisions are respected as integral parts of Agile, Waterfall depends on adherence to a plan that only moves in one direction.

The idea of developing a solution that would be delivered to an uninformed and unprepared audience is becoming almost unconscionable. Processes that integrate stakeholder input and involve customers through a designed and iterative revision sequence are more successful. Involving customers from the outset helps businesses avoid costly mistakes and increase user adoption.

True Agile Demands Onshore

Offshore models cannot easily deliver Agile. In fact, many cloud consultancies even advertise "mid-shore" as a compromise between offshore and onshore resources. They promote it as the reduced cost of offshore with the management and strategy benefits of onshore. The reality is that even if you have chosen the "lower cost" alternative of a combined team, the offshore element will likely cost you 1.5 times as much as a strictly onshore one.

Agile utilizes sprints that include user story creation, design, development, testing, demonstration, and delivery to the user in a cyclical approach until project completion. This cyclical process allows constructive feedback and phased revisions. Refinements and reprioritization can occur in real time, allowing for customers to weigh in throughout the rollout.

Offshore Means Off Schedule

"Follow the sun" methodology is attractive at the outset, but once you scratch the surface, it is easy to understand how onshore days can quickly turn into offshore weeks. Common complaints with offshore include high staff turnover, high demand for large amounts of unnecessary detailed documentation, and limited dedication from the consultants. Time zone differences, inflexible processes, and communication difficulties typically result in misinterpreted requirements, rework, and a pushed out delivery date.

Compounding all of the issues above, daily handoffs between onshore and offshore teams waste precious time. The multiplier effects of these handoffs can delay projects by quarters, sometimes even by years.

About Acumen Solutions

Clients choose Acumen Solutions for one simple reason: our experience delivers success. Joining forces with our clients, our teams of strategists, subject matter experts, and engineers solve problems that can't be fixed by technology alone. We are a Salesforce Global Strategic Partner with exceptional customer satisfaction ratings in the Fortune 500 and public sector. Our clients achieve increased revenue, streamlined operations and improved productivity, proving that our experience delivers success.