

# IT Staff Augmentation for FinTech Company

## PROJECT DETAILS

📁 IT Staff Augmentation

📅 Apr. 2017 - Nov. 2023

💰 \$1,000,000 to \$9,999,999

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## PROJECT SUMMARY

Towa - Nearshore Software Excellence sourced around 40 specialists for a fintech company. This included helping expand the capacity of the client's delivery channel development and building mobile and web apps.

## PROJECT FEEDBACK

Towa - Nearshore Software Excellence delivered high-quality deliverables with minimal deviation on time and within budget, helping the client achieve productive releases. The team ensured smooth collaboration, maintained consistent communication, and followed the waterfall and agile methodologies.



## The Client

Please describe your company and position.

I am the Director of Delivery Channels of a FinTech Company

Describe what your company does in a single sentence.

My company provides technology services to financial services companies, specializing in payment solutions.



**Rogelio Garza**  
Director of Delivery Channels,  
FinTech Company



Financial services



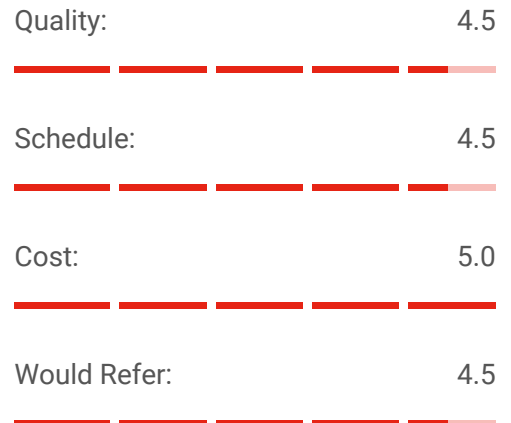
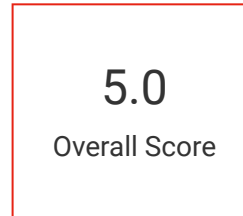
Monterrey, Mexico

## The Challenge

What specific goals or objectives did you hire Towa - Nearshore Software Excellence to accomplish?

- Enhance project development capabilities in the Delivery Channels domain
- Create specialized work units focused on providing expertise for distinct channels, such as Web, ATMs, and Mobile.

### CLIENT RATING



## The Approach

How did you find Towa - Nearshore Software Excellence?

Referral

Why did you select Towa - Nearshore Software Excellence over others?

- High ratings
- Close to my geographic location
- Pricing fits our budget
- Great culture fit
- Good value for cost
- Referred to me
- Company values aligned
- Leaders with a positive image in the industry

How many teammates from Towa - Nearshore Software Excellence were assigned to this project?

40

Describe the scope of work in detail. Please include a summary of key deliverables.

Our primary objective was to expand the project management capacity for Delivery Channel Development, initially from handling 2 active projects to over 20 simultaneously. To achieve this goal, we sought the services of Towa.

In collaboration, we conducted a team selection process, hiring approximately 40 individuals for the Mobile, Bank Branches, Web, ATMs, and POS channels. Within four months, we had assembled complete teams and were producing code for various platforms (Java, RPG, Delphi, .net), exceeding the institution's commitments.

Among the deliverables, the mobile application was released, the payment media transactional switch and ATMs Authentic controller were released, several versions of the WEB application and the branch system were released, the functional analysis and



detailed design for the bank's new web application were delivered, among other developments.

## The Outcome

**What were the measurable outcomes from the project that demonstrate progress or success?**

The measurable outcomes were primarily the productive release of the developments. In this case, all the projects we carried out with Towa were completed on time and within budget, with minimal deviations. For intermediate progress, common project control tools were used under the waterfall and agile methodologies, and TSP practices were used in parallel.

**Describe their project management. Did they deliver items on time? How did they respond to your needs?**

The projects we worked on with Towa were mostly delivered on time and within scope, maintaining continuous contact with team leaders at the slightest deviation. The work teams were formed in a mixed manner that allowed us to be very well aligned with the established objectives.

**What was your primary form of communication with Towa - Nearshore Software Excellence?**

- In-Person Meeting
- Virtual Meeting
- Email or Messaging App

**What did you find most impressive or unique about this company?**

We were pleased with their consistent communication and high quality of deliverables. Not to forget their adherence to established methodologies



Are there any areas for improvement or something Towa - Nearshore Software Excellence could have done differently?

The personnel selection process could be improved overall, although it is one of Towa's strengths and competitive advantages, it can be even better.

