



### SNAPSHOT

15+

Dedicated Talent Resources

12+

Years in Partnership

10 - 20%

Increase in Service Margins

CS & IT

Multiple Departments

### INDUSTRY

Low Code Application Platform, Information Technology, Product Development, Custom Application Development

### TESTIMONIAL

For over 12+ years now, Taksa has been providing us with invaluable resources per our technical needs. They have been instrumental members of our team for years and have helped us be successful with our technologies and for our customers!

Davis, Director  
Low Code Application Development Platform Company, USA

## CASE STUDY

Scaling teams to increase efficiency and achieve a 10 - 20% growth in service margins.

**Low Code Application Development Platform Company, USA**

### CLIENT

Our client, a portfolio company of a large billion-dollar equity partner ecosystem is one of the leaders in low code application development. Their low code platform is used for many purposes and business applications. The platform makes it easy to use and adapt into various industries and use cases. If required, the application also allows one to develop custom solutions on top of the platform and integrate between different applications.

### PROBLEM

Increase customer appetite for service offerings, has led Customer Success department spend growth, that is outpacing revenue, and expensive partner led delivery is diluting margins. Secondly, being on a growth trajectory across different departments within the organization – Product Development, Customer Success – our client saw the need to augment their current team and bring in a talent force that could lead the core development while their current team stayed focused towards strategy and product innovation.

### OBJECTIVE

Drive growth and scale by tapping into global talent pool. Increase service margins from -10% to 20%+, and scale teams in a more efficient way heading forward.

### TECHNOLOGIES

React.JS, React Native, PWA (Progressive WebApps), .Net, C#, Node.JS, Python, AWS, Azure, Serverless Architecture, Webhooks, Pipeline Integrations, Lambda Functions, S3, Jenkins, Dockers, Kubernetes, EXTJS, Sencha Framework, Bryntum Library, EXT Gantt, EXT Scheduler, Document Generation, PowerBI, Quickbase Application Development

Taksa is a technology services organization that provides managed service retainer engagement model through its Center-of-Excellence (CoE).

### SOLUTION

Taksa developed a strategic partnership with our client and delivered a well-balanced combination of specialized vertical knowledge, functional expertise, and deep technical experienced talent pool of resources per the required skillsets. The talent resources were deployed within different departments of the organization. Within Product Development, we built plugins as add-ons to the core product. Through staff augmentation within the Customer Success department, we collaborated with the team to architect, design, review and process through the architecture review board (ARB) and develop custom solutions per the end clients project requirements. Together we supported to set up effective coverage, communication, and collaboration systems for seamless integration of global teams.

Over the years we helped to grow the team for our client to a total of 15 dedicated resources. These resources use our clients' email accounts and follow their processes and systems for daily collaboration and communication, keeping the team compliant at the same time – which is valuable for our end client during SOC audits. Our engagement with the client has grown deeper year-over-year and has helped us to create value for them for close to strong 12+ years and are still actively working with them for the long haul.

Taksa's managed service retainer engagement model through its Center-of-Excellence (CoE) helped achieve our client's objective and vision of Growth and Scale by leveraging Taksa's offshore resources and augment their current staff across the organization. Our CoE engagement with our client shows a strong net retention growth rate which is of huge value for us and for our client and shows the trust and relationship that we've built together.