

TRIVERA GLOBAL DELIVERY PLAYBOOK

Expand capacity without losing control.



Offshore and nearshore delivery can be a powerful growth lever, lowering costs, improving coverage, providing new skills, and increasing delivery capacity.

The TRIVERA Global Delivery Playbook provides a proven framework for building, optimizing, and governing distributed operations, ensuring scalability, quality, and consistency without sacrificing control or customer experience.

Playbook Phases

1. **Strategy & Readiness Assessment** – Define why, what, and where before deciding who. Build a business case and assess readiness.
2. **Partner Selection & Evaluation** – Identify and vet the right delivery partner(s) using scorecards and structured RFP processes.
3. **Delivery Model Design** – Define the operating model, governance layers, and handoff processes to ensure alignment and visibility.
4. **Transition & Enablement** – Execute a controlled transition with clear documentation, SLAs, and early performance monitoring.
5. **Performance Management & Continuous Improvement** – Maintain quality, monitor KPIs, and drive ongoing optimization and automation.

Deliverables You Can Expect

- Global Delivery Strategy & Business Case
- Vendor Evaluation & Selection Matrix
- Governance & Communication Framework
- Transition Management Plan
- Performance Dashboard Template
- Continuous Improvement Framework

Outcome: *A scalable, multi-location delivery model that expands capacity while maintaining full visibility, accountability, and quality control.*



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