

## Dedicated offshore engineering center for pre-engineered metal buildings systems major

Customer Case Study – Civil

### Customer

The customer is North America's largest integrated manufacturer and marketer of metal building products for the non residential construction industry. The company has presence with offices and manufacturing facilities located across North America, Canada and Mexico and employs over 6,000 people worldwide with annual revenue of \$1.5 billion.

### Requirements

- Support multiple design offices with differing products lines and varying building standards and codes
- Need to build a scalable dedicated offshore team of engineers and drafters capable of supporting design and detailing diverse complexity level projects all across design offices
- Seamless migration of non core activities to ensure customer's in-house resources concentrate on core activities- higher margin, higher complexity buildings
- To build zero tolerance systems and processes towards job quality and schedule

### QuEST approach

- Adopt consultative approach with the involvement of the customer at various sites to classify work based upon complexity
- Build a scalable local global team
- Develop teams capable of supporting low & medium complexity projects
- Help in standardization of processes and practices within customer sites to facilitate synchronizations of dedicated center with multiple design offices

### Results

- > 160,000 hours of NRE work migrated off shored. 40+ dedicated offshore team
- 40% of low complexity work and 20 % medium complexity work carried out
- 22% of overall workload carried out by dedicated center
- 0% tolerance with well defined processes and systems are developed

### Impact

- Estimated savings of ~ 35-40%
- Faster turn around especially of lower complexity jobs driving brand preference
- Free-up customer's key resources to focus on customers core areas

### About QuEST

QuEST is a leading provider of outsourced engineering services and manufacturing. We provide support across the entire product development life cycle from design and modeling through analysis, automation, re-engineering, instrumentation and controls, embedded systems development, prototyping, data documentation, manufacturing support, vendor management, and in-house precision machining. Through our Global Product Development framework leveraging our local presence and global reach, we enable companies in the aerospace, civil structures, industrial products, oil & gas, power generation, and transportation markets to cut product development costs, shorten lead times, extend capacity, and maximize engineering resources. QuEST employs over 1300 people and has delivery centers in India, USA, Japan and Italy, and a footprint in UK, Germany and China.