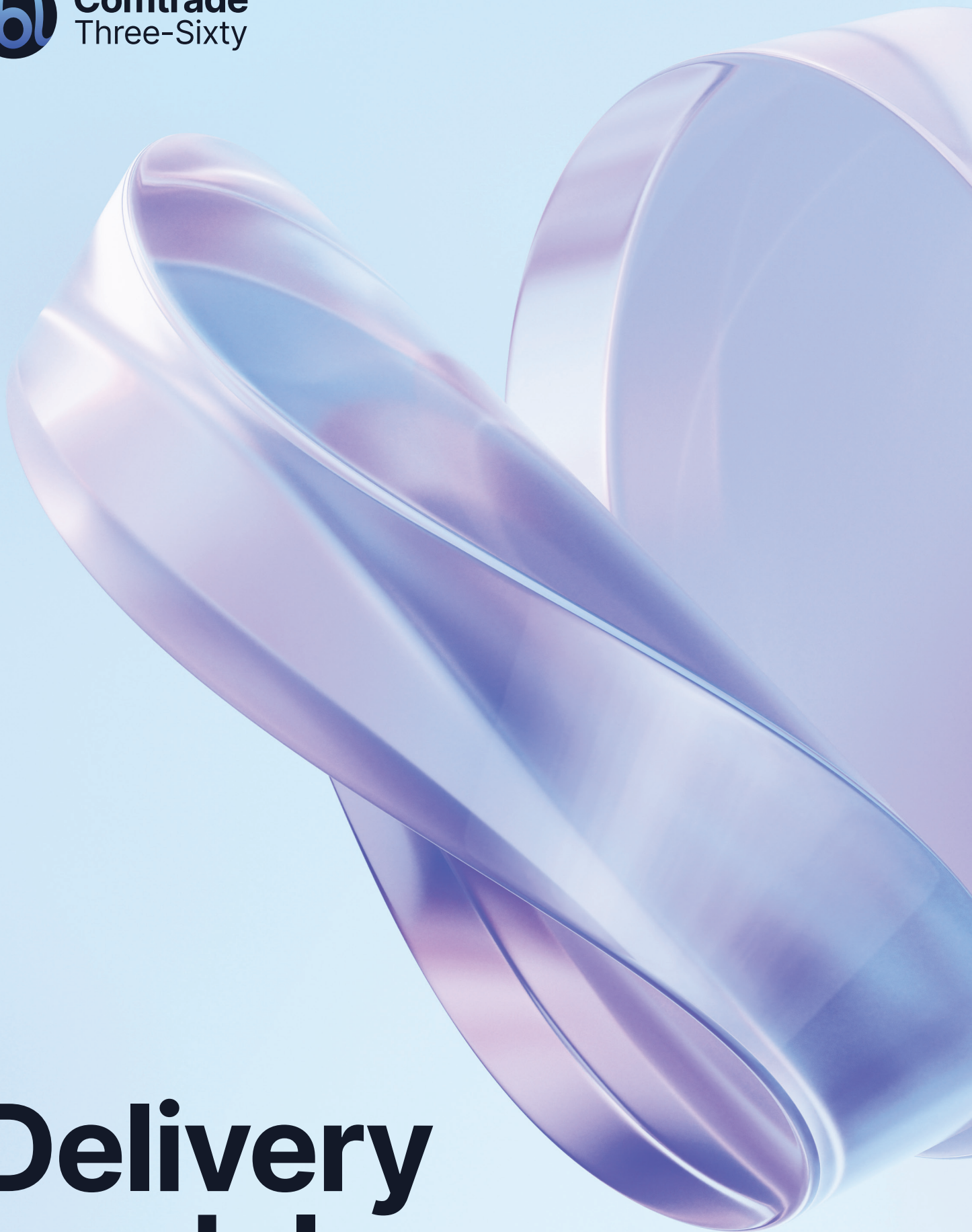# Delivery models

# How Comtrade 360 Adds Value:
## Delivery Models

**1**

### Special Feature

Deploy a dedicated Comtrade 360 team to deliver unique, one-time features for specific customers without disrupting ongoing projects. This model ensures customer satisfaction and project continuity.

Delivery Model:
**Standalone Team**

**2**

### Skills Shortage

Enhance your in-house team with Comtrade 360 experts to quickly fill skill gaps, improving product quality while reducing operational costs.

Delivery Model:
**Extended Team**

**3**

### Budget or Time Constraints

Optimize resources by scaling your team with Comtrade 360 professionals to meet deadlines and budget limitations without sacrificing quality.

Delivery Model:
**Extended Team**

**4**

### Next-Generation Focus

Free up your core team for next-generation R&D by assigning Comtrade 360 dedicated team to manage and maintain current product lines seamlessly.

Delivery Model:
**Dedicated Team**

Depending on your product SDLC stage and specific needs, here are some proven ways to choose the engagement model:

## 1

## Special Feature

**As an Engineering Director/Manager,**

I am **pressured** to deliver a unique feature demanded by a significant customer. Although this feature is not a top priority in the main backlog, it is necessary to make the specific customer happy. The Engineering Team needs **more capacity** to deliver this typically one-time job.

↓

### Standalone Team

**Benefits:**

The client delivers missing critical features and closes the deal. The customer is happy while the Client, in parallel, continues to provide the main features. Upon completion, the Client can ramp down the Comtrade 360 Team or decide whether the team should continue helping the in-house Core Team. In most cases, due to accumulated domain/product knowledge of the Comtrade 360 Team, the Client decides to continue with the engagement as the team is now more productive and has established relationships with the in-house team members.

## 2

## Skills shortage
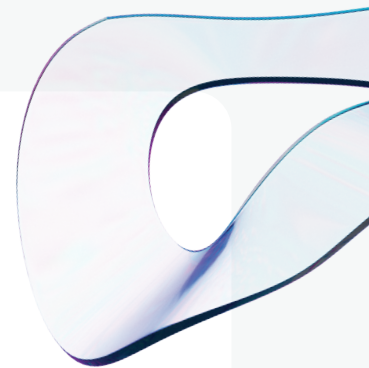
**As an Engineering Director/Manager,**

I am pressured to **deliver milestones** with the existing in-house team, but there needs to be more capacity due to a shortage of engineering skills or some specific skills.

↓

### Extended Team

**Benefits:**

The client stays competitive in a dynamic market by adding new features and improving product quality due to Comtrade 360's ability to supplement adequate skills to the in-house Core Team quickly. At the same time, the Client reduces operating costs and increases its profitability. Over time, the Client typically decides to grow the Comtrade 360 Team organically by giving us more responsibility and work. Our relationship is evolving to Model 2 or Model 3 in the long term.

## 3

# Budget or time shortage

**As an Engineering Director/Manager,**

I am under pressure to deliver milestones with the existing in-house team, but there is not enough budget to accomplish this, or there is not enough time to hire in-house developers.

## Extended Team

**Benefits:**

As Comtrade 360 core business is to provide reliable teams right away, the Client delivers the same features without delay and with reduced operating costs. Comtrade 360 FTE delivers a similar level of value as Client FTE for a fraction of the cost. Comtrade 360 does not threaten Client FTEs - we supplement your team skills by working together on the project. The client can quickly scale the Comtrade 360 Team in any direction needed. Over time, the Client typically decides to gradually grow the Comtrade 360 Team by giving us more responsibility and work. In the long term, our relationship is evolving to either Model 2 or Model 3.

## 4

# Next generation focus

**As an Engineering Director/Manager,**

I must focus on the next-generation products that the market demands. At the same time, I need to take care of the current generation of products that are paying the bills. I am unable to focus on both at the same time, due to limited budget and/or skills shortage.
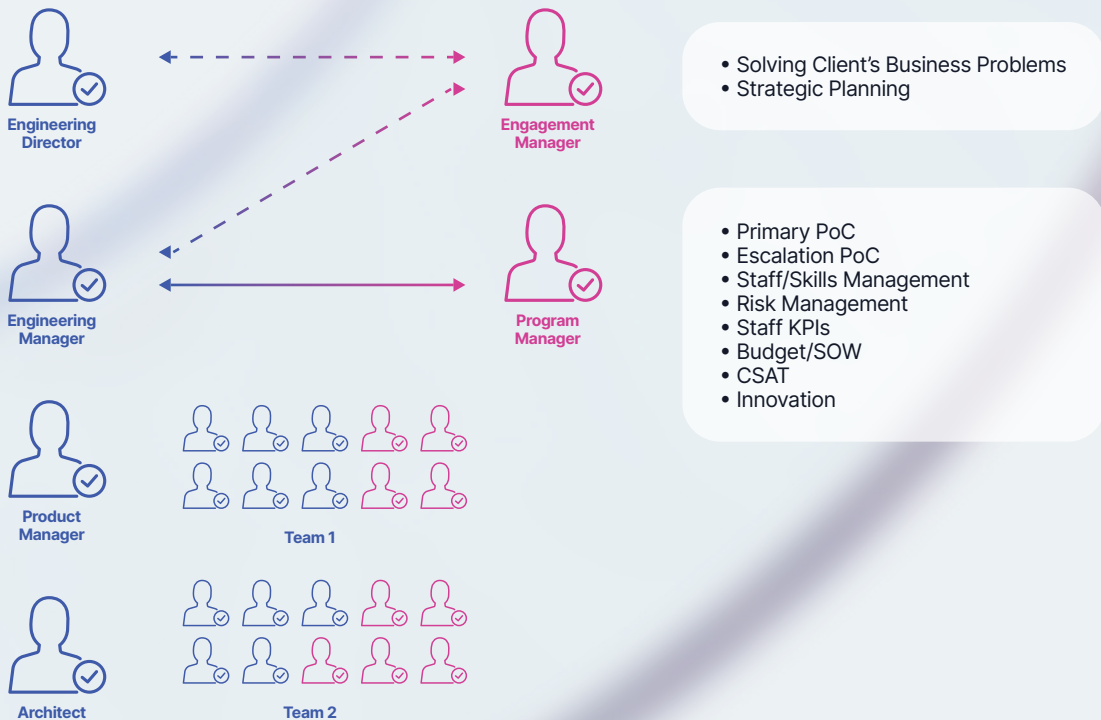
## Dedicated Team

**Benefits:**

The client stays on the pace for innovations in a competitive and dynamic market by allowing its FTEs to focus on R&D for next-generation products. Client gradually moves its FTEs on the next-generation product and is increasing the number of FTEs on the current product. At the same time, there is no loss in product quality, and the Client's customers are not even aware Comtrade 360 takes care of the product. We previously worked together on a long-term transition plan to reach this stage. Client and Comtrade 360 Teams complement each other, working on the entire product portfolio.

# Model 1:
## Extending Clients' Team

This engagement model assumes that Comtrade 360 engineers augment client teams, so we have **combined teams aligned** around the same goal.

### Client Roles



- Solving Client's Business Problems
- Strategic Planning

- Primary PoC
- Escalation PoC
- Staff/Skills Management
- Risk Management
- Staff KPIs
- Budget/SOW
- CSAT
- Innovation

**Engineering Director**

**Engagement Manager**

**Engineering Manager**

**Program Manager**

**Product Manager**

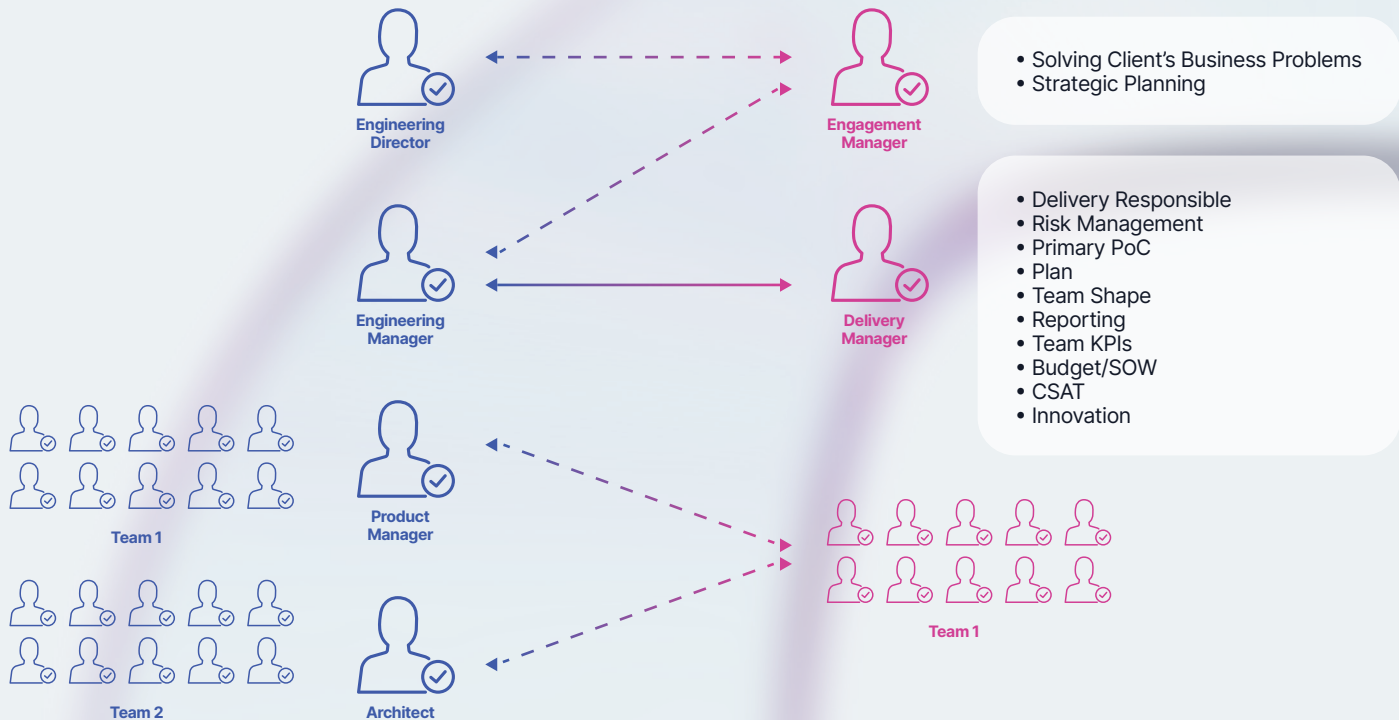**Team 1**

**Architect**

**Team 2**

## Model Traits:

- The Comtrade 360 team does not replace the in-house team but rather supplements it.
- Comtrade 360 employees seamlessly integrate with the Client's Core Product Team and align with your culture to deliver the best work.
- Teams are aligned around the same common goal, sharing the same KPIs.
- Shared responsibility on deliverables - distributed among all the team members.
- Project Management and technical leadership stay on the client's side (most frequent case).
- Preferred model if there are plenty of dependencies.
- Interaction between teams is daily.
- Good for initial setup so the Comtrade 360 team gathers product knowledge.
- Success Markers are "per person" defined for both teams individuals.
- Works well if both teams are in proximate time zones.
- Both teams' members build better personal relationships compared to the "Standalone Team" model.
- The Client retains complete control. The external and internal teams function as a single unit, and all team members communicate constantly and directly.

# Model 2:
## Standalone Team

This Engagement Model assumes the **Comtrade 360 Team has autonomy** and **responsibility** for deliverables.

### Client Roles



**Engineering Director**

**Engineering Manager**

**Product Manager**

**Architect**

**Team 1**

**Team 2**

**Engagement Manager**

**Delivery Manager**

**Team 1**

• Solving Client's Business Problems
• Strategic Planning

• Delivery Responsible
• Risk Management
• Primary PoC
• Plan
• Team Shape
• Reporting
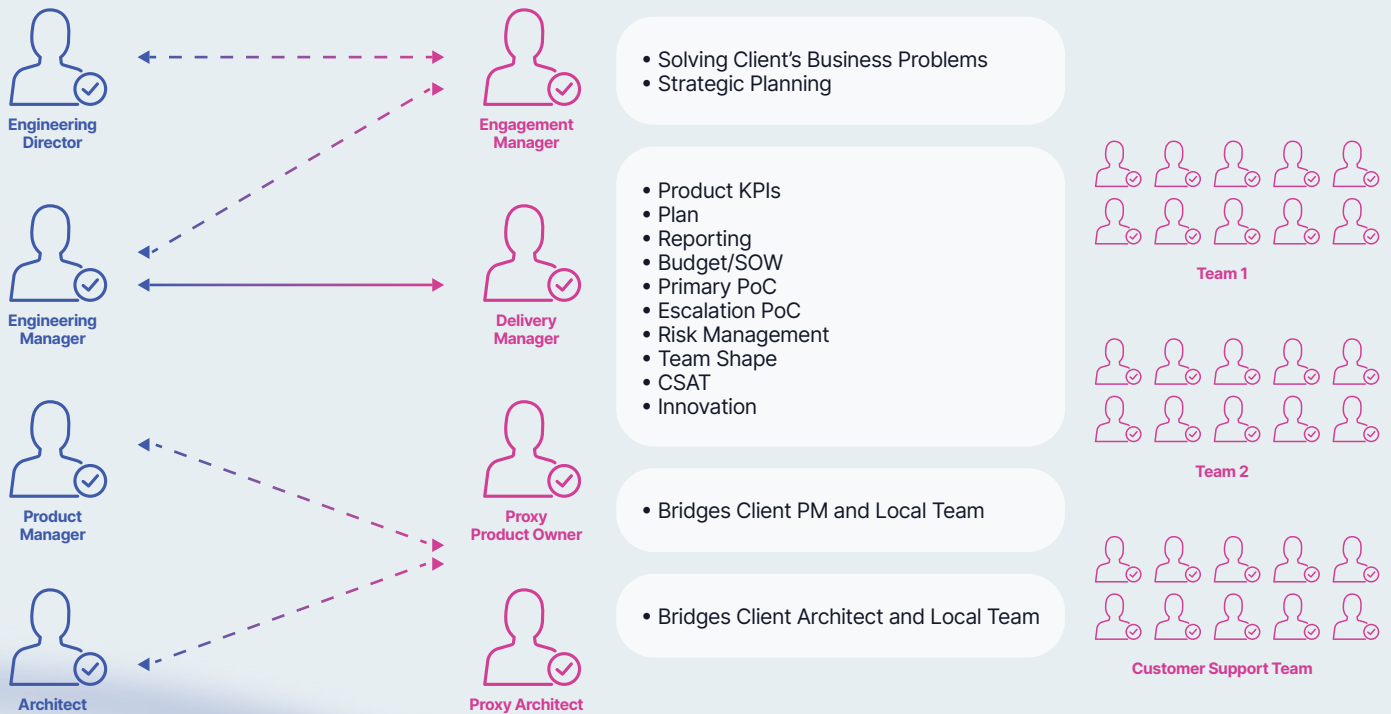• Team KPIs
• Budget/SOW
• CSAT
• Innovation

## Model Traits:

- Less dependencies between the Client Team and Comtrade 360 Team.
- Comtrade 360 Team has more autonomy and more isolated backlog items.
- Comtrade 360 has complete deliverables responsibility, assuming clear goals have been communicated and agreed.
- Project Management and Technical Leadership is on the Comtrade 360 side with the guidance of the Client PM and Architect.
- Team Success Markers are clearly defined.
- Initial knowledge and goal alignment needs to be done well.
- Client Team and Comtrade 360 Team don't need to be in the proximate time zone.
- Less interaction between the Client Product Team and Comtrade 360 Team.
- Weaker integration of Team with Client Core Team compared to mixed teams model, as teams are mostly isolated.
- The most frequent way of communication is between the Client Engineering Manager and Comtrade 360 Delivery Manager.

# Model 3:
## Dedicated Product Team

Comtrade entirely takes care of Client products by providing a **long-term dedicated team** with the support of just a few Client roles.

## Client Roles

**Engineering Director**

**Engineering Manager**

**Product Manager**

**Architect**

**Engagement Manager**

**Delivery Manager**

**Proxy Product Owner**

**Proxy Architect**

• Solving Client's Business Problems
• Strategic Planning

• Product KPIs
• Plan
• Reporting
• Budget/SOW
• Primary PoC
• Escalation PoC
• Risk Management
• Team Shape
• CSAT
• Innovation

• Bridges Client PM and Local Team

• Bridges Client Architect and Local Team

**Team 1**

**Team 2**

**Customer Support Team**

## Model Traits:

**The client engineering team is not involved in product maintenance as it is focusing on new, more mission-critical products/activities.**

- The Client Engineering Manager oversees the operation with, typically, a small % of its allocation working directly with a trusted Comtrade 360 Engagement Manager.
- Client Engineering Manager can easily measure Comtrade 360 Team's success through well-known and defined Product Quality Metrics.
- Deliverables Responsibility is exclusively on Comtrade 360 Team.
- Comtrade Team still gets guidance from the Client Product Manager and Distinguished Engineer if necessary.
- Client still retains complete control by directing the operation via roadmap and KPIs.
- Model works well even if teams are in non-proximate time zones (e.g. 9 hours between San Jose and Sarajevo didn't impact the operation).
- This model has been tested and worked well on several Client projects, including:
  - HYCU (10 engineers)
  - HPE RDA (25 engineers)

# Governance

Comtrade 360 supplies two management roles to serve the customer during the engagement: 1) **Delivery Manager** and 2) **Engagement Manager**

**Engineering Director** ← — — → **Engagement Manager**

**As an Engineering Director,** I need to have a Comtrade 360 PoC so I can:

- Discuss how I can solve my business problems with the help of Comtrade 360
- Strategically plan on long-term cooperation

**Engineering Director** ← — — → **Engagement Manager**

**As an Engineering Manager,** I need to have a PoC representing Comtrade 360 so I can:

- Know who from Comtrade 360 is my primary point of contact (PoC) who is managing my business expectations.
- Know who from Comtrade 360 is responsible for the delivery of services and my satisfaction.
- Know who from Comtrade 360 is managing its staff, allocating, ramp-up, leading and motivating team members.
- Know who from Comtrade 360 is managing training and other skills development for team members.
- Know who from Comtrade 360 is sorting out HW and infrastructure requirements for the project team.
- Work on planning milestones, team shape, SOW, budgets, and forecasting.
- Escalate any issue.
- Get reports and KPIs.
- Work on risk identification/management.
- Work on product KPIs and quality metrics.