

# Case Study: Work Options Group



Agility in On-Demand  
Product Development

## Business Challenge

Work Options Group provides backup dependent care services for employers in the United States and Canada. Work Options Backup Care Options program enables employees to get to work when they experience temporary breakdowns in their child, adult, and elderly care arrangements.

Work Options's ability to effectively manage backup care solutions for its clients depends a great deal on having adequate software applications to manage the full service cycle, from request to co-pay billing. Initially, Work Options developed custom applications in-house to manage their business processes. Once the applications went into production the company saw that continuing to enhance and fine tune their systems would translate into a compelling competitive advantage. So the company decided to explore alternatives for expanding their software development capacity. Work Options's technical team had worked previously with offshore teams in India and had first-hand experience with the challenges of coordinating work across opposite time zones. To achieve better alignment and greater productivity they decided to look for a nearshore partner in Mexico to augment their development resources.

## Key Services

- » **Application Maintenance**
- » **Application Development**

## Key Benefits

- » **Higher productivity**
- » **Close proximity**
- » **Similar time zones**
- » **Expansion and contraction flexibility**
- » **Lower cost**

## The Solution

Scio Consulting put together a built-to-specification team of .NET developers to perform application maintenance activities to continuously add and improve the functionality of Work Options's applications. The team is fully dedicated to work on Work Options's systems and their activities and priorities are coordinated by Work Options's senior technical staff from Denver, CO. Work Options pays a fixed monthly fee for the team, which has helped them to more easily allocate budget to their development initiatives. The size of the team has adjusted upwards a couple of times to reflect their changing needs having a cost-effective, highly integrated development team in Mexico has become part of their long-term strategy to remain competitive.

## Technologies Used

- » **ASP.NET**
- » **MS Visual Studio**
- » **MS SQL**
- » **Sage SalesLogix**

## Executive Summary

### Industry

- » Backup care

### Business Challenge

- » Expanding the software development capacity of the company in the most effective way

### Solution

- » Scio allocated a custom-built team of .NET developers to support WOG's ongoing application development initiatives

### Business Value

- » Increased resource allocation flexibility
- » High team productivity and integration with in-house operations
- » Contributed to keep leadership position within industry
- » Reduce application development costs



## Our Differentiators

When Work Options decided to look for a nearshore partner they first created a short list of reputable providers. They had phone interviews with the candidate firms and then scheduled site visits to the delivery centers of the top providers. After the visits Work Options selected Scio Consulting to be their nearshore application maintenance partner.

Two main factors differentiated Scio Consulting from the other companies that they evaluated. The first was the quality of the development team, not only in terms of the core technical skills but also in their can-do, results-oriented attitude. The second was the openness of the management team to work together to find a right-size, right-approach solution to their development needs.

## Value Received

Scio Consulting has enabled Work Options Group to face its software development needs in a cost-effective fashion. Work Options has been able to efficiently scale the team size to face the needs of new initiatives and enhancements while maintaining applications appropriately maintained. This has allowed the company to assert their position as a leader in their industry while increasing their competitiveness and customer response capabilities achieved through increased productivity, faster release cycles, and the ability to reallocate valuable resources away from basic maintenance and support to strategic, core initiatives.

## Getting Started

To learn how Scio Consulting can save you time and money with your application development and maintenance, contact us now.

**Toll Free: 1 800 642 6134 Ext. 301**

### Scio Consulting International, LLC

6580 Via del Oro  
San Jose, CA 95119

**Email: [info@sciodev.com](mailto:info@sciodev.com)**

[www.sciodev.com](http://www.sciodev.com)