

Customer Managed or Engineering Services

What's Best for Your Project?



Need Project Support? You have Options

It's time to bring in outside resources for your embedded, software, hardware, and mechanical engineering projects.

But what type of third-party approach is best suited for the work?

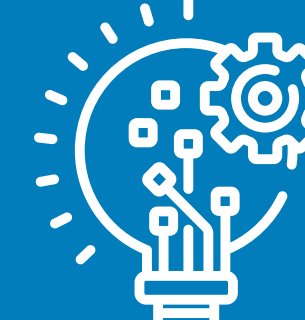
Staffing or Services: A Quick Synopsis

When you bring in outside engineering talent, it's critical to understand the operational, financial, and legal implications. Here are some key differences of each model.



Customer Managed: Hiring People

- Client pays for a **person**.
- Supplier sources and recruits talent for client review and decision.
- Talent is a **W2 employee** of the staffing firm.
- Client pays a **markup** over talent pay rates.
- Scope and tasks are **dictated by the client**.
- Talent is **managed by the client**.
- Client assumes responsibility for delivery milestones.



Engineering Services: Solving Problems

- Client pays for an **outcome**.
- Supplier **assigns talent teams** to the client project.
- Talent is **employed or contracted** by the supplier.
- Talent cost is **built into the services contract**.
- Scope and tasks are **specified in the supplier contract**.
- Talent is **managed or co-managed** by the supplier.
- Supplier assumes or shares responsibility for delivery milestones.

Real Use Cases

The decision comes down to factors of **time and cost**. How much of each are you willing and able to invest to ensure project success?

Consider **Customer Managed Services** when:

- ✓ You need experience in a specific technology or tool—**asap**
- ✓ The project has recently been impacted by attrition
- ✓ Talent needs scale up and down or across different projects
- ✓ Your team can effectively onboard and integrate new members

Consider **Engineering Services** when:

- ✓ You need to accelerate time-to-market or assure delivery
- ✓ Internal project management resources are limited
- ✓ Complex projects threaten to invoke term limits
- ✓ Derivative projects can be carved off for rapid completion



Consider A Hybrid Model

Ultimately, Triple Crown Consulting's hybrid model achieves enhanced flexibility and efficiency by integrating aspects of both approaches.

In a hybrid model, a supplier may take on partial accountability for outcomes, while also managing specific project responsibilities such as:

- Maintaining headcount continuity and skills coverage
- Screening and selecting team members
- On- and offboarding consultants and serving as a go-to contact
- Logistical management of (SOW) contracts and administration
- Reporting for project milestones, budgets, burndown, and QBRs

Connect with Triple Crown Consulting

Talk through your options with a knowledgeable partner. Triple Crown specializes in building strategies, teams, and products within embedded, software, hardware, and mechanical engineering.