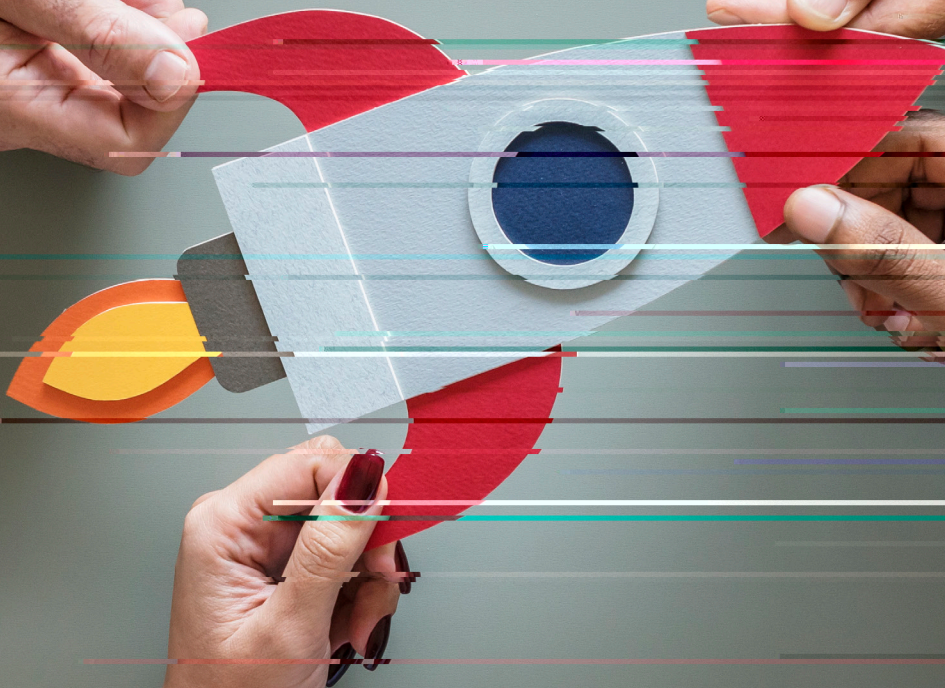




BEYONDSOFT
beyond your expectations

A Best Practice Approach to Organizational Design



Align Your Organizational Model to Support Rapid Business Growth

With soaring revenues and a flourishing customer base, rapid business growth can be a great problem to have. After all, who doesn't want to see their hard work pay off with resounding financial success?

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growing companies collapse is uncontrolled expansion, including a failure to evolve how organizations are structured.

Operational inefficiencies, skills gaps, burnout, quality issues, and sub-par customer experiences are just a few pitfalls of failing to mature organizational models to support business growth. As staff members contend

under pressure and oftentimes and quick-fix or stop-gap measures can supersede thoughtful, strategic planning.

As a global organization that has grown from just a few employees in 1995 to more than 14,000 professionals across five continents, we've learned a thing or two about evolving teams to support business expansion. In this eBook, we'll share some best practices that can help your

What Worked Yesterday, May Not Work Today

When it comes to business, change is the one constant: markets shift, technology changes, new competitors emerge. In a recent Harvard Business Review survey,

), i 'cZa UbU[Yfg'fYdcfhYX'h.Uh'h.YmbYYXYX'hc' fY]bj Ybhh.Y]f'Vi g]bYggYg'Uh'YU 'Yj Yfmh.fYY'nYUfg'

To survive, businesses must adapt and mature—and this includes the underlying team structure. The way you set up the roles and responsibilities in your organization may have made sense six months ago. But it may not make



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7 Signs that It's Time to Rethink Your Team Structure

Knowing when to adjust (or completely overhaul) your plans can be difficult. Here are seven indicators that signal it's time to revisit your organizational model.

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- 2 H'Y'bi a VYf'cZYa d'cnYg\Ug[fck b'cf' contracted
- 3 6i g]bYgg[cUg\Uj Y'g\ZHYX
- 4 Māi f'hYUa 'jgcj Yfk \Y'a YX
- 5 Māi f'hYUa \Ug'g]'g[Udg'
- 6 Māi f'hYUa 'jg'Xc]b['k cf_ h.Uh'XcYg'bch' Uxj UbW'Vi g]bYgg[cUg
- 7 9a d'cnY'h' fbcj Yf'jg'\][\

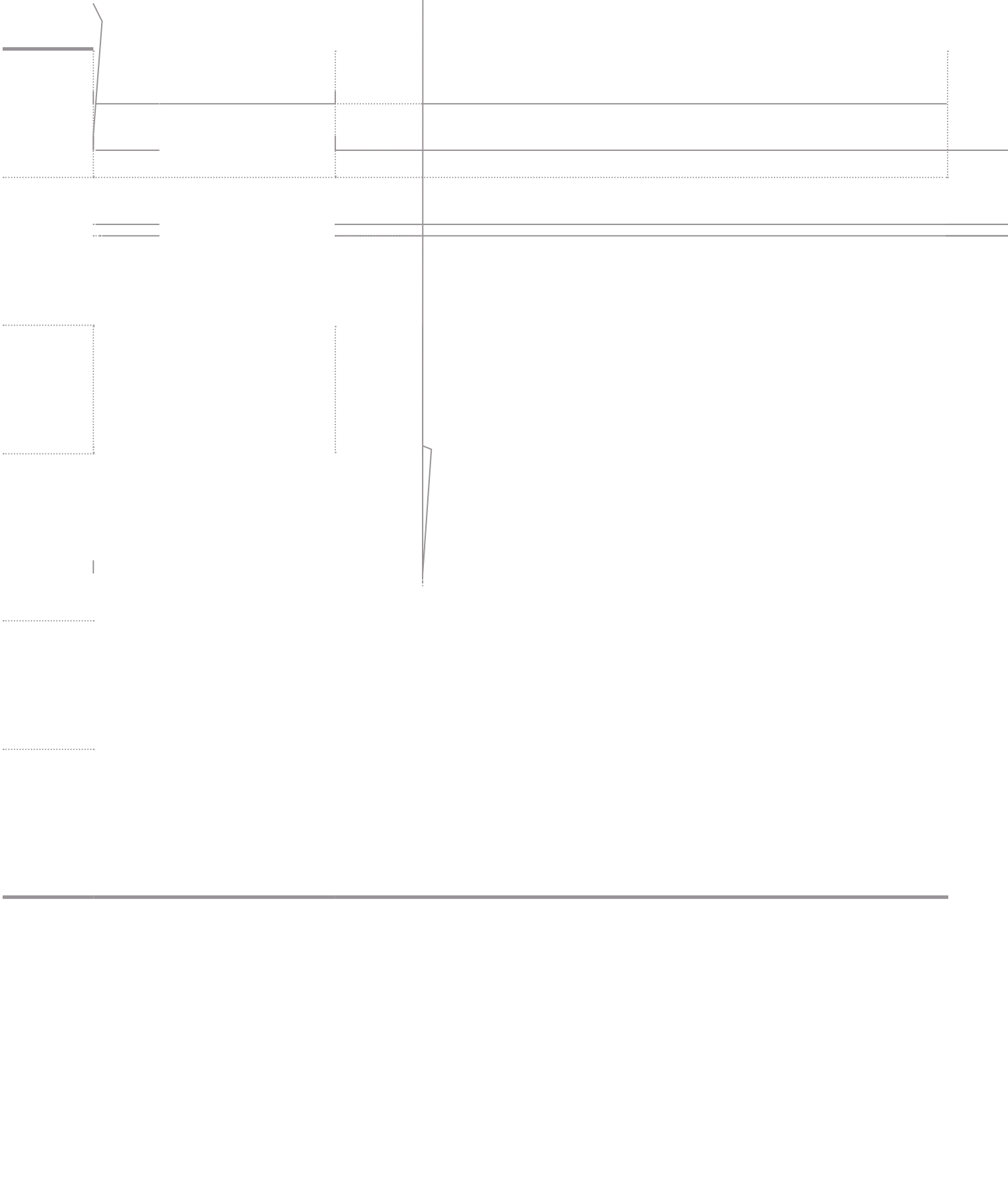
Conduct an Organizational Health Check

to assess your current organizational design. Having a clear understanding of the overall picture increases success in building a resilient and agile organization that

employees. It also helps justify changes and gain buy-in from leaders, stakeholders, and team members.

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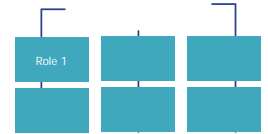
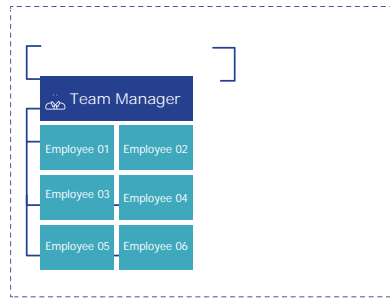
To assess the suitability of your organizational model, these are some key questions to ask.





Employee 04

Employee 03



Create a Feedback Loop for Continuous Improvement

If you approach organizational change as a continuous improvement cycle rather than a set-it-and-forget-it occurrence, you're much more likely to achieve success. A continuous improvement cycle ensures you can make

revisit monthly or quarterly depends upon your business. Be sure to establish a set of key performance indicators such as sales performance, productivity, capacity, and

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Feedback
Cycle



Expand Your Team with Help from Beyondsoft

Managing your global organization through rapid growth can be challenging. But with careful planning, you can structure your teams to meet business objectives and drive market share.

With 32 delivery centers across five continents, Beyondsoft can help you scale and optimize your global teams to support business growth and success. In addition to consulting and offshoring, we provide business process outsourcing and service desk offerings.

- Quality reviews and contract management
- Technical support desk
- Content management
- Real-time monitoring and escalations
- Crisis and communication management

7cbhUMi g'hcXUmat JbZc4 i gVYncbXgcZiVta

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