Case Study

Human+

questers/

BACKGROUND

Client: Human+

Website: www.human-plus.co.uk

Head Office: London, United Kingdom

Presentation: Human+ started in 2019 as a Robotic Process Automation consultancy. The company was built on the long-running track record of NotBinary as a transformative IT consultancy for the public sector and private clients in the UK. Both companies are part of The Panoply - a world-class UK based technology group assembled for innovation.

Engaged Consultants: 4

Technology Stack: RPA, Blue Prism, UI Path

Reference by: David Biden, CEO of Human+

Date of Reference: March 2020

THE SITUATION

Almost right after its start, Human+ set up a collaboration with Questers. The company needed to quickly scale its delivery capacity with a team of RPA consultants. Human+ rapidly gained an increasing number of RPA clients and looked into delivery models that would allow them to swiftly scale up and down their resource base depending on the workload.

The company implemented an agile off-and-on-site delivery approach, using market-leading RPA solutions such as BluePrism and BluePrism Cloud.

THE SOLUTION

Questers has more than 13 years of experience in building and managing dedicated teams. Based on its experience with efficient near-shore servicing, Questers structured the recruitment, remote workflow and delivery process for Human+ in a matter of weeks.

The Sofia office, assisted by specific feedback from the client was able to select and attract the brightest RPA consultants and to build a complete RPA team. Additional training, certification, as well as a number of best practices to kick-start project delivery, was implemented.

Within the first two months of its inception, the Questers-based RPA successfully responded to the increased demand for resources while ensuring the required flexibility with regards to the workflow volume.

THE RESULT & BENEFITS

Questers RPA team proved committed, productive and adaptive to the changing project priorities of Human+. The Sofia RPA team significantly increased the company's capacity to rapidly deliver process automation projects to UK based clients - both in the public sectors, as well as to clients in finance, insurance and enterprise.

"**We started Human+ with a super-charged business plan that required quick, but extremely reliable delivery of the most challenging RPA projects. I am pleased that our partner Questers was able to quickly provide the professional capacity that allowed us to do this.**", shares David Biden - CEO & Co-Founder of Human+.

QUESTERS MODEL

Our RPA team of certified consultants is an autonomous division powered by Questers, an expert in building and managing distributed teams over a broad range of technologies in various industries since 2007.

The model offers a transparent end-to-end solution, accelerating organisations' strategic agenda for expansion by:

- Ensuring quick and efficient access to top RPA resources that align with ever-changing business demands.
- Delivering high performance.
- Enabling scalability and flexibility.
- Providing direct project and IP control.
- Building strategic partnerships based on transparency.

About Questers

Questers is a London-based **distributed software development** company, integrating processes and services to deliver on organisations' strategic IT agenda. End-to-end, we design, build and manage dedicated teams over a diverse set of technologies in various industries.

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