

Position	Product Specialist
Experience	2-3 Years
Reports to	Chief Operating Officer
Preferred Location	Bangalore

About INSORCE

INSORCE is a product company focused on designing and optimizing business operating models. Insource uses its, proprietary technology platform, 3-Cubed, to drive business results for our clients.

3-Cubed is state-of-the-art technology enabling an operational design platform, comprising

1. Business logic for effective input of current people, processes, systems, and risk by understanding the linkages between these
 - a. Sophisticated and proprietary algorithms that quantify these relationships to identify where the gaps are; and optimize for the objectives within functional constraints
 - b. Libraries of best practices around controls, skills, and enterprise architecture for easy selection of the alternatives that best address the gaps to meet the objectives
2. 3-Cubed designs solutions that:
 - a. 1. Achieve the best trade-off between strategic objectives of customer delivery, control, and cost; so that business leaders most effectively address customers, regulators, employees, and investors
 - b. Use the most relevant and impactful levers across Process re-engineering, Risk management, Operational capacity, financial budgeting, IT, and Teams to achieve these strategic objectives
 - c. Realize the full impact of the solution through a tightly coupled, complete, forward-looking people, process, and technology implementation plan to rapidly execute results

Title – Customer Success - Product Specialist

The Customer Success Product Specialist is responsible for effective training, deployment, and successful adoption of 3-Cubed by the Clients:

- Role entails assisting the clients to create the process maps at the right granular levels, supplementing them with operational, risk, finance, IT and teams information.
- Understand how the inputs are converted into the key metrics in terms of effort, FTR, cycle time, utilization, control adequacy etc.
- Guiding 3-Cubed clients in building and verifying the digital model of their operations, through the entire customer journey
- Help, support, and guide senior Operations/Delivery leaders, CoE members, and Transformation or Operational excellence member management to understand, and navigate 3-Cubed's analytics to effectively identify transformation opportunities like rework reduction, automation, work allocation etc
- Supporting Client team or CoE in identifying appropriate projects to transform by helping them interpret 3-Cubed recommendations, and helping them build and solve models via these changes
- Shouldering with the client PMO team to ensure successful and timely project completion. And assist in producing program reports for management and stakeholders.
- Manage internal and external stakeholders
- Program manage multiple projects & programs, ensuring program goals are met
- Call out risks early and problem solve to reduce & remove the same.

Key Responsibilities

- Develop an in-depth understanding of model building inputs and state-of-the-art analytics in 3-Cubed to effectively guide CO to validate and analyze their current state operations
 - Serve as the primary contact for the onboarding of new customers, the training of 3-Cubed end users, as well as post-go-live support
 - Provide insights to customers and share best practices to ensure that they get the most out of 3-Cubed with the aim of helping grow the customer base
 - Enable successful roll-out of 3-Cubed to customer employees, including sharing and developing relevant creative assets, brainstorming ideas, and attending launches virtually or in-person
 - Review projects regularly to capture lessons learned and to create case studies, demos, presentations, and other collateral to share knowledge and experience across external & internal stakeholders
 - Understand other competitors/enabling products in-process transformation to help the client understand the differences between 3-Cubed and other products
 - Collaborate closely with Sales to support pilot customers, renewals, and expansion opportunities
 - Support 3-Cubed product innovation by discussing new analytics, process patterns, or client situations with the technical team and testing product features before release
 - Collaborate with the engineering and development team to set up or configure 3-Cubed as per customers' requirements and troubleshoot technical issues raised by customers

Preferred Skills:

- Bring clear thinking and excellent problem-solving skills to a range of challenging customer questions, ability to think and apply operational optimization concepts
- Has been trained on the improvement methodologies e.g. – six sigma and has been in a process improvement team in a full-time role. Spent time on the decision-making and solution-building components of key elements in the Six Sigma project process.
- Proactive and passionate about results: independently capable of seeking information, solving conceptual problems, corraling resources, delivering results & unique solutions
- Initiative and ownership: ability to act with limited oversight on a day-to-day basis, balancing multiple client projects
- Effective communications: excellent communication skills with the ability to distill complex thoughts and strategies into simple, actionable recommendations
- Has visibility to delivering business outcomes and benefits realized from Green Belt or Black belt projects in terms of adding value to transformation and delivery teams

Preferred Qualifications:

- 2-3 years work experience in the outsourcing industry in areas as – operations, business transformation, transition, process excellence
- Green Belt certification or Operational Excellence or Transformation project in terms of Black Belt etc is essential
- BTech + MBA is preferred and
- Location- Preferred is Bangalore



We offer you exciting opportunities to develop in our young and growing company, as well as an attractive skills-based salary.