

How Leading Microsoft Custom Software Development Company Pierce Solutions Achieved More Offshore with Dijital Team

The Challenge

Pierce Solutions faced a common but daunting challenge: the inability to scale operations without incurring prohibitive costs. As a one-person business, Dale Pierce was overwhelmed, working excessively long hours and feeling trapped in the day-to-day demands of running his company. He struggled to find affordable, high-quality local talent, which hindered his ability to grow the business. Additionally, his dependence on limited onshore resources created risks, such as potential system outages that could not be resolved quickly, impacting customer satisfaction and overall service reliability. The high cost of Australian labour compounded the challenge, making it difficult for Pierce Solutions to compete and thrive.

“The quality of the developers and the seamless support from Dijital Team has been outstanding. For the first time, I’ve been able to step away from the daily grind and focus on growing my company. The team’s capabilities have allowed us to scale rapidly and opened up new business opportunities I never thought possible.”

Dale Pierce

Owner of Pierce Solutions



How Dijital Team Assisted

Dijital Team partnered with Pierce Solutions to provide a dedicated and skilled offshore development team, enabling the startup to scale efficiently and affordably. By leveraging offshore resources, Dijital Team helped Pierce Solutions grow from a single employee to a robust team of four .NET developers and a Project Manager. This comprehensive support included end-to-end recruitment, cultural fit assessment, seamless onboarding, and the establishment of a fully equipped offshore office. The tailored approach not only filled crucial skill gaps but also equipped Pierce Solutions to handle more complex projects, drive business growth, and maintain high-quality service delivery.

Case Study: Pierce Solutions and Dijital Team

Customer Goals

By engaging Dijital Team, Pierce Solutions aimed to achieve several key objectives:

- Scale the business quickly while managing labour costs effectively
- Enhance the quality and consistency of service delivery for clients
- Find skilled .NET developers who could work during Australian hours to maintain service reliability
- Explore new service offerings and revenue models, such as marketplace opportunities and equity-based projects
- Reduce the owner's workload, freeing up time for strategic planning and personal wellbeing



About Pierce Solutions

Pierce Solutions, founded by Dale Pierce, is a technology startup specialising in custom software development on the Microsoft Stack. The company has played a pivotal role in automating processes for agricultural clients by utilising innovative technologies to streamline production, nutritional data analysis, and order fulfilment. Before partnering with Dijital Team, Pierce Solutions operated as a one-person business.

The Result

The partnership between Dijital Team and Pierce Solutions delivered nearly instant results. With the new offshore team in place, Dale was able to step back from daily operational tasks and focus on strategic growth. For the first time, he was able to take a well-deserved holiday, knowing his team could handle the work. The expanded workforce also enabled Pierce Solutions to provide after-hours support to clients, significantly boosting customer satisfaction. The company experienced accelerated growth, winning larger and more sophisticated projects, and even began exploring new revenue streams, such as equity-based ventures. The offshore team's expertise not only matched but, in some cases, exceeded Dale's own skill set, enabling the company to offer a higher standard of service and gain a competitive edge in the market. Overall, the collaboration led to increased profitability, business stability, and a strong foundation for future expansion.

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Case Study: Pierce Solutions and Dijital Team

Deliverables

Dijital Team provided Pierce Solutions with:

A dedicated offshore team of four .NET developers and one Project Manager

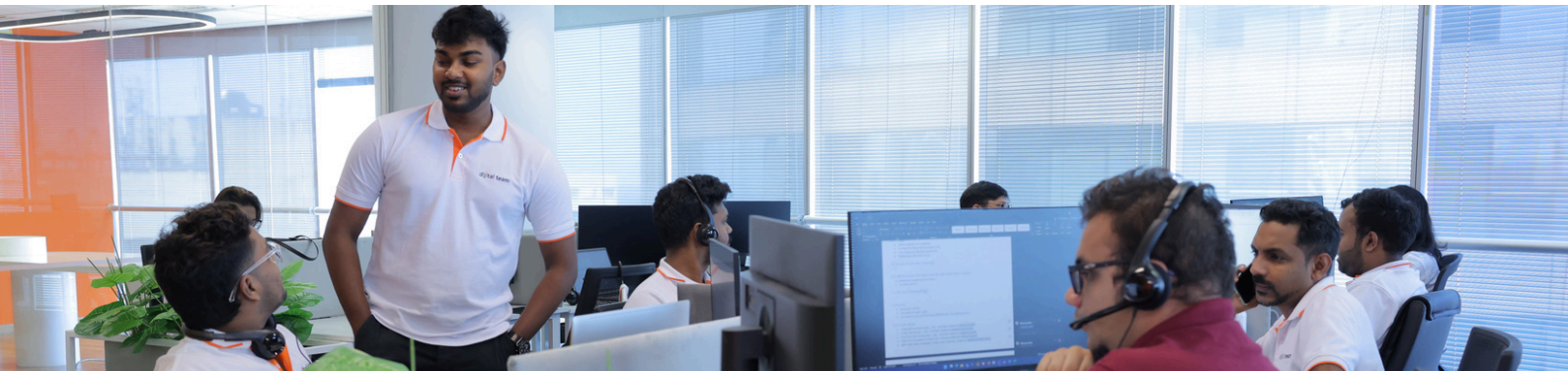
A fully equipped and maintained offshore office

Customised job descriptions and a thorough recruitment process

Ongoing management and performance optimisation

Cultural and skill fit assessment for each candidate

Comprehensive onboarding and integration support



The Dijital Team Difference

Dijital Team approached the partnership with Pierce Solutions by first conducting an in-depth analysis of the company's needs and challenges. Understanding the critical importance of technical expertise and cultural fit, Dijital Team crafted specific job descriptions and conducted a rigorous talent acquisition process. Candidates were screened thoroughly for both their technical skills and alignment with the company culture. Once the right team members were identified, Dijital Team oversaw a seamless onboarding process, integrating the new employees into Pierce Solutions' workflow and ensuring they could deliver value from day one. The offshore team was provided with a professional and well-equipped office space, giving Dale the confidence to present his growing team to clients. The collaboration model allowed Pierce Solutions to have complete control over project management, while Dijital Team provided ongoing support to ensure optimal performance and satisfaction.

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