

Category

Consulting

Global Consulting Delivery & Offshoring Playbook

Structuring globally distributed consulting delivery without sacrificing client-facing quality and trust

- Executive
 - Intermediate
 - Template Included
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 - 4 minute(s)

Overview

A framework for structuring consulting engagement delivery across multiple locations — onshore client-facing, offshore or nearshore analytical support — while maintaining the client trust and quality standards a fully onshore team would provide.

Does global delivery inherently risk client trust and quality?

Not inherently — the risk comes from poor structuring: unclear handoffs, offshore team members lacking sufficient context, or clients feeling like their engagement is being run by an anonymous back office rather than a coherent team. This playbook addresses those specific risks directly.

Should clients always be told explicitly about the global delivery

structure? Generally yes — transparency about how the engagement is staffed and delivered builds trust; clients who discover an undisclosed offshore delivery structure later often react far more negatively than if it had been presented as a deliberate, quality-conscious choice from the start.

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