Category

Consulting

Global Consulting Delivery & Offshoring Playbook

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

- Executive
- Intermediate
- Template Included

- Mithun A. Sridharan

- 20 May 2021
- 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.

{ "@context": "https://schema.org", "@type": "FAQPage", "mainEntity": [{ "@type": "Question", "name": "Does global delivery inherently risk client trust and quality?", "acceptedAnswer": { "@type": "Answer", "text": "Not inherently — the risk comes from poor structuring: unclear\nhandoffs, offshore team members lacking sufficient context, or clients\nfeeling like their engagement is being run by an anonymous back office\nrather than a coherent team. This playbook addresses those specific\nrisks directly." } }, { "@type": "Question", "name": "Should clients always be told explicitly about the global delivery", "acceptedAnswer": { "@type": "Answer", "text": "structure?\nGenerally yes — transparency about how the engagement is staffed and\ndelivered builds trust; clients who discover an undisclosed offshore\ndelivery structure later often react far more negatively than if it had\nbeen presented as a deliberate, quality-conscious choice from the\nstart." } }] }

Subscriber access

Unlock this playbook

This playbook — including every framework, template, and step-by-step section — is available free to Think Insights subscribers. Enter your email to unlock it instantly and get our weekly insights newsletter. No account needed, and access is remembered on this device.

First Name

Last Name

Email

Country - Select -

■ I agree to data processing in accordance with GDPR

Submit

Leave this field blank

References

Related playbooks

Consulting

Boardroom Consulting & Governance Advisory Playbook

A framework for consulting engagements that involve the board directly — recognizing how board dynamics, fiduciary considerations, and governance norms differ f

- Practitioner
- Advanced
- Template Included

Read playbook

Consulting

Change Adoption & Culture Transformation Consulting Playbook

A framework for change adoption and culture transformation consulting that tracks genuine behavior change against specific, observable indicators — rather than

- Practitioner
- Intermediate
- Template Included

Read playbook

Consulting

Consulting Firm Knowledge Management & IP Development Playbook

A framework for consulting firm knowledge management that produces genuinely reused intellectual property — frameworks, benchmarks, templates — rather than a la

- Practitioner
- Intermediate
- Template Included

Read playbook

Talk to us about global delivery models

Tags

- Global Delivery
- Consulting Operations
- Offshoring Strategy

Author

Mithun A. Sridharan Thought Leader

I'm Mithun A. Sridharan, Founder of this website - Think Insights - on Strategy, Management Consulting, Leadership, Digital Transformation, and Data Literacy. Follow me on social media or connect with me on LinkedIn for updates.