

Building High-Performing Offshore Teams in Bengaluru



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Bengaluru stands out as a strategic destination for global organisations looking to scale. Known as the “Silicon Valley of Asia,” it offers access to a deep pool of highly skilled engineering, IT and business professionals, supported by top universities and a strong English-speaking workforce.

The city’s unique ecosystem, where innovative startups sit alongside established tech corridors such as Whitefield, Electronic City and Manyata Tech Park, combined with modern infrastructure and a vibrant, cosmopolitan lifestyle, creates an environment where high-performing teams can thrive.

In this guide, we explore what we call the Bengaluru advantage. Within these pages you will discover why global organisations are increasingly choosing Bengaluru to build dedicated teams, and how Potentiam supports clients to establish and integrate high-performing teams aligned to their culture, processes, and long-term objectives.

At Potentiam, we help organisations harness Bengaluru’s full potential, building and embedding dedicated teams that deliver not just scale, but long-term value.

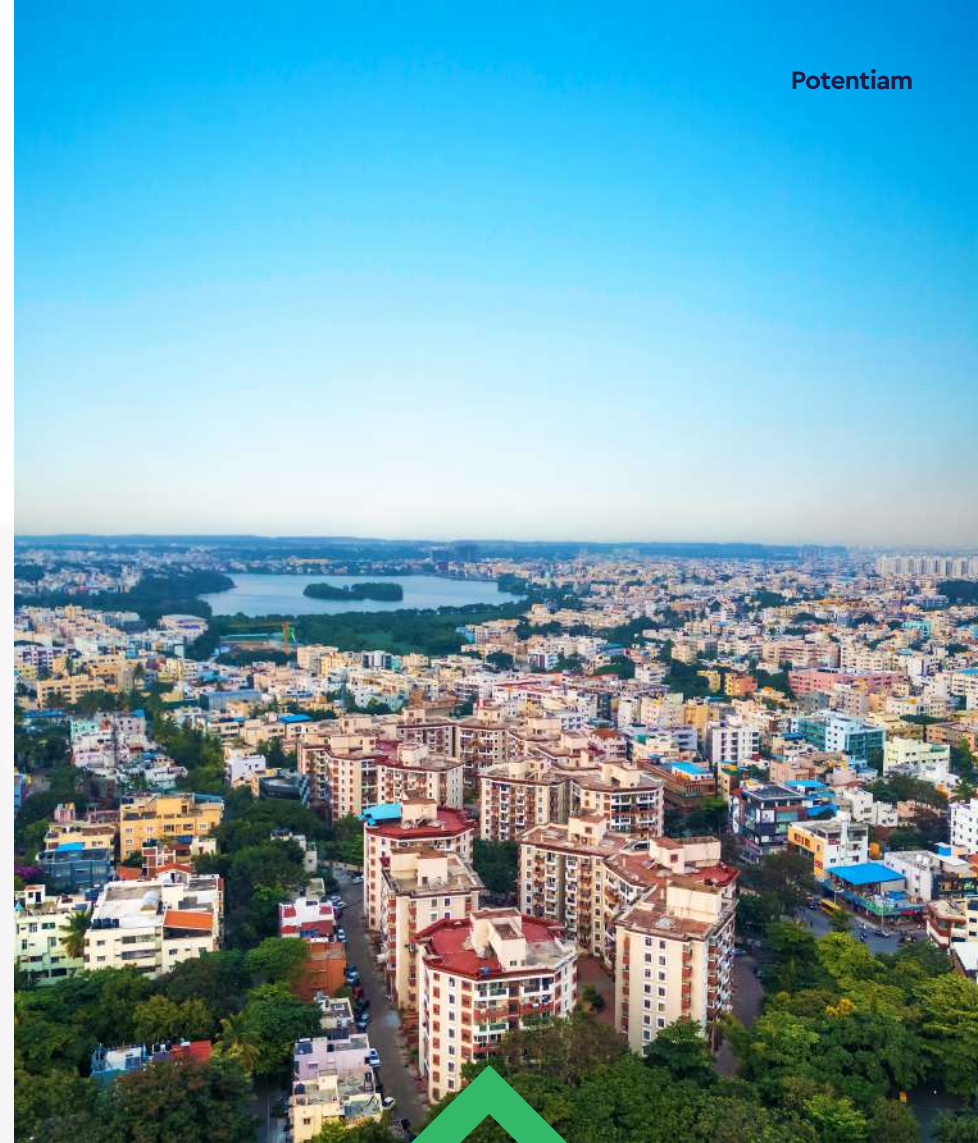


Bengaluru gives our clients access to world-class technical talent in an environment built for scale. Our focus is on combining that expertise with practical, high-performing team structures that enable faster, smarter growth.”



Shafeequr Rahman

Founder Director, Global CIO, Potentiam India



Bengaluru: A Strategic Gateway for Global Business

Bengaluru stands out for the depth of its technical and professional talent, its ability to scale teams rapidly and the cost advantage it offers. This is underpinned by a mature offshoring and technology ecosystem shaped by both global enterprises and innovative startups, creating a dynamic and resilient business environment.

Location	 Bengaluru, India
Time Zone	 GMT +5:30
Proximity to UK	 +/- 11-hour direct flight
Languages	 Strong English proficiency across professional roles, with clear business communication
Cultural alignment	 Teams quickly adopt client processes and cadence, reducing integration friction and accelerating time to value
Work ethic	 Recognised for technical expertise, innovation and adaptability to client workflows
Academic strength	 Continuous pipeline of graduates and experienced professionals from top universities and institutes across India
Talent strength	 Deep talent pools in IT, software engineering, data analytics, digital marketing and business services
Regulatory environment	 Experienced in global compliance standards, data security and enterprise processes, including EU GDPR
Employee retention	 Strong retention supported by career-path roles and professional growth opportunities
Cost advantage	 Operating costs significantly lower than the UK, especially for mid-to-senior roles, with salaries often 40–70% lower

Scaling Faster and Smarter with Offshore Teams in Bengaluru

UK organisations face growing pressure to scale capabilities while controlling costs and accessing specialised talent. By building offshore teams in Bengaluru, companies can expand capacity, strengthen operational capabilities and accelerate growth without increasing onshore headcount.

1 Access technical and professional talent

Bengaluru is home to over 1.5 million IT professionals. Experienced engineers, analysts and commercial staff are readily available, reducing hiring friction for roles that are hard to fill in the UK.

2 Scale teams rapidly

Deep talent pools across IT, finance, operations and customer success enable multi-functional teams to be built. Teams can grow from pilot groups to full functions, while maintaining quality, keeping HQ lean while increasing capability across markets.

3 Accelerate delivery

Operating on IST (GMT+5:30), Bengaluru supports a practical "follow-the-sun" model. Work continues after the UK day ends, enabling overnight progress and faster turnaround.

4 Turn strategy into execution

Skilled project managers, QA engineers, data scientists and research analysts provide the execution layer often missing in initiatives. Bengaluru teams maintain momentum from planning through to delivery.

5 Reduce cost-to-serve without compromising quality

Mid-to-senior roles typically cost less than UK equivalents, creating room to invest in new capabilities, functions and growth initiatives. A strong professional services culture ensures quality and compliance are maintained.

6 Build resilience and expand global reach

Embedded in a mature, innovation-driven ecosystem, teams benefit from cutting-edge expertise and a workforce experienced working with UK, US and European clients.



Capability You Can Build in Bengaluru

Bengaluru, India's premier technology and services hub, is an ideal destination for offshore talent.

The city offers one of the world's deepest talent markets, with professionals who are highly skilled, proficient in English, and supported by a strong culture of continuous learning and upskilling. With its time zone advantage, Bengaluru enables overlap with both Asian and European markets, supporting seamless collaboration and round-the-clock operations.

Technology & Engineering

- Software Developers (Java, .NET, Python, React, Angular)
- Data Engineers & System Architects
- QA Engineers (Manual & Automation)
- Project Managers & Business Analysts
- Artificial Intelligence & Machine Learning

Senior developers bring international experience, while younger talent comes from India's top engineering universities. The ecosystem provides the maturity, depth, and scalability needed for product development, system integration, and enterprise IT.

Data & Analytics

- Data Analysts / BI Developers
- Research & Market Intelligence Analysts
- Data Cleansing & Enrichment Specialists

The city has a strong academic base in statistics, computer science, and applied mathematics, supported by global analytics centres already established here. Teams are skilled in BI platforms, SQL, and cloud data services, making Bengaluru an ideal base for scaling analytics, reporting, and insight functions.

Service Desk & Infrastructure

- L1 & L2 Service Desk Analysts
- Network Engineers & Site Reliability Engineers
- Application Support Analysts
- Systems Administrators

Bengaluru is one of the world's largest IT services hubs, with mature ITIL-aligned processes and a workforce experienced in global enterprise environments. Teams provide reliable, round-the-clock coverage with strong English proficiency, supporting follow-the-sun service models for UK clients.

Finance & Admin

- AP / AR Clerks
- Management Accountants
- Financial Analysts & FP&A Specialists
- Procurement & Project Finance

Bengaluru's finance talent pool combines professional qualifications (CIMA, ACCA, CPA) with practical experience in multinational shared service centres. Roles are delivered with accuracy and compliance, giving UK companies confidence in quality while achieving significant cost savings.

Marketing & Sales Support

- CRM Managers
- Lead Generation Specialists
- Marketing Operations Managers
- Marketing Analysts

Marketing ops is a fast-growing discipline in Bengaluru, where skilled professionals support campaign execution, content operations, and CRM management. Combined with pre-sales research and admin support, these roles help UK teams increase commercial activity without inflating headcount.

Client Case Studies

In the following case studies, you will see how companies have partnered with Potentiam in Bengaluru to build high-performing offshore teams, enabling them to overcome key growth challenges and scale with confidence.

Codestone: 120% Revenue Growth Enabled by Offshore Delivery Teams

Codestone built offshore delivery capacity to overcome talent shortages, ease workload bottlenecks and support 120% revenue growth while protecting margin.

IMPACT AT A GLANCE

21

Specialist roles
hired and embedded



SAP and Microsoft Cloud
bottlenecks resolved



UK teams freed to focus
on higher value work

“

For many in the business, this was their first experience of distributed delivery. What made it work was the quality of the people, the clarity of the setup, and the commitment to making them part of Codestone from the start.”



Cherin Elliott,
People & Culture Director

The Challenge

Demand for SAP and cloud services was rising fast, but Codestone's UK delivery model was under strain. Hiring specialists in SAP Business One, Microsoft Azure, Power BI and Tagetik had become slow and expensive, limiting growth and placing pressure on margins. Scaling through UK recruitment alone was not viable. Codestone needed a way to expand delivery capacity quickly while maintaining quality, culture and commercial performance.

The Solution

Codestone partnered with Potentiam to build an offshore delivery capability in South Africa and India. This was not outsourcing. It was a structured investment in Codestone's own delivery capacity. Potentiam helped map the required roles, design the delivery structure and embed teams that operated as a direct extension of the UK business. Talent was hired across SAP, Tagetik, Azure, Power BI and technical support, supported by HR, infrastructure and learning and development within the local office environment. Dedicated HR business partners provided day to day visibility and performance management, allowing the teams to scale with confidence.

Why it Worked

Codestone gained direct control, full visibility and a long-term model for capability building. The offshore teams delivered consistent output, reduced pressure on UK staff and enabled the business to take on larger, more complex engagements. By increasing revenue to cost yield and solving critical talent shortages, Codestone protected EBITDA margins and unlocked room for significant growth without compromising quality or culture.

Notora: Overcame Local Skill Shortages with Offshore Expertise

By leveraging offshoring, Notora overcome local market limitations and ensured their continued growth and success in the competitive ERP consultancy industry.

IMPACT AT A GLANCE



Additional capacity to manage project demands



Enhance flexibility to manage workloads



Ensure business growth

The Challenge

Notora was struggling to find experienced developers in Denmark, making it harder to scale and keep up with project demand. A limited local talent pool, particularly at the more senior level, became an even greater challenge during and after COVID-19.

The Solution

Potentiam worked with Notora to create a capability plan for both immediate needs and future growth. This led to the setup of a Bengaluru-based development team, supported by local HR, giving Notora access to skilled talent and the added capacity needed to scale with confidence.

Why it Worked

Potentiam helped Notora build an offshore team that integrated well with the wider business, gave them greater flexibility in managing project demand, and reduced their reliance on a constrained local talent market. It also gave Notora a scalable model for future growth.



We found Potentiam's strategic framework particularly helpful. They took the time to understand our business and our requirements. They were able to guide us to find the right people and offshore successfully."



Thomas Blak,
CEO, Notora

Learn more

Scan the code to watch Notora's offshoring journey.



Open Energy Market: Accelerated Development and Exceeded Growth

Open Energy Market, a leader in energy and sustainability procurement, overcame industry barriers to growth by embracing offshoring.

IMPACT AT A GLANCE



Extended operational capabilities



Accelerating technical development



Fast-tracked revenue growth

The Challenge

Open Energy Market (OEM) faced the challenge of funding significant upfront investments in technology and sales before generating revenue. They needed to accelerate software development while making the most of limited resources and delivering enhanced services to clients as quickly and efficiently as possible.

The Solution

The partnership with Potentiam was instrumental in making the offshoring initiative a success. Leveraging their shared expertise in energy consultancy, Potentiam guided the strategy, helping OEM build a critical part of its technology team in Bengaluru which proved to be a transformative step for the business.

Why it Worked

The Bengaluru team was integrated as a true extension of the organisation, not just “outsourced” resources. With Potentiam’s guidance and combining strategic upfront planning with careful team integration, this approach accelerated technical development, strengthened capabilities and fostered collaboration.



We believed it [offshoring] was the best way to accelerate the development aspirations we had within our corporate strategy to ensure that we met the demands of the business from a development point of view.”



Chris Maclean,
CEO, Open Energy Market

Learn more

Scan the code to watch Open Energy Market's offshoring journey.



Potentiam's Offices in Bengaluru

Known as the "Garden City of India," Bengaluru blends modern infrastructure with green spaces, cultural vibrancy and a cosmopolitan lifestyle that attracts ambitious professionals from across the country.

Potentiam's Bengaluru office is in the heart of Koramangala, one of the city's most dynamic business and technology districts. Close to leading universities and surrounded by major tech parks and innovation hubs, Koramangala's blend of start-up energy and established multinational presence creates a hotspot for collaboration, growth and innovation.

The office itself is a modern, collaborative space designed for performance, scalability and seamless integration with global teams, while Bengaluru's Kempegowda International Airport ensures easy access to Europe, the Middle East, and beyond.



Meet Your Potentiam Partners in Bengaluru

Your Potentiam team is designed to provide strategic oversight, operational excellence and local people support, ensuring your offshore team delivers sustained value and growth.

Relationship Director

The ultimate contact person, in charge of the strategy and managing the client relationship, growth and business performance.

Account Manager

Manages the commercial relationship, growth planning, team changes or replacements, and financial performance.



Laurika Du Preez
Account Manager



Sharon Pillay
Account Manager



Caryn Rundle
Account Manager

Talent & Acquisition

Responsible for sourcing and selecting high-quality talent for Potentiam's clients, ensuring every hire is capable, aligned and ready to integrate seamlessly from day one.



Saranya Gopalakrishnan
Head of Talent Acquisition

HR Business Partner (HRBP)

Based in the same location as your team, your dedicated HRBP acts as a true extension of your organisation, partnering with you to support your team. They focus on retention, engagement, performance and compliance, with regular check-ins and reporting.



Teja Raut
HR Business Partner

Potentiam Capability Architects: Helping You Build High-Performing Teams

With deep expertise in offshoring, talent strategy and team integration across data, IT, software, operations and commercial roles, the Potentiam Capability Architects help organisations design and build high-performing teams that deliver results.



Charles Fenton

Energy Consultant & Offshore Expert

Former founder of an international energy consultancy sold to Accenture, with deep expertise in SaaS, energy analytics, risk management and renewable energy markets. Now Co-Founder of Potentiam, building high-growth businesses powered by offshore teams.



James Cadwaladr

Commercial & Business Consultant

Commercial strategy and business development expert, experienced working with CEOs and leaders to design team structures that drive growth. Brings practical insight on leveraging offshoring to help sales teams perform at pace without compromising quality.



Chantal Endemann

HR & People Strategy Expert

HR and People Strategy expert with over 25 years' experience building high-performing, multi-location teams across technology, retail and hospitality. Brings strategic and operational HR expertise across talent management, career development, organisational design and scalability.



Andrew Fawcett

IT Technology Expert

IT Expert with deep experience in building global teams and leading digital transformation, enabling scalability, cost efficiency and innovation through AI, Cloud and modern software practices.



Callum Flynn

Process Consultant

Technology specialist with 15 years of experience designing scalable operating models that drive revenue growth, improve service performance and unlock cost efficiencies through global teams, AI and modern software practices



James Gardner

Data Analytics SME

Seasoned professional with over 10 years of experience in data strategy, architecture, and engineering. Proven track record of using data modeling and analytics to drive business insights and decisions.

Working at Potentiam's Offices in Bengaluru

At Potentiam, we don't just provide the infrastructure; we create the conditions for meaningful engagement.

- **Collaborate in real time:** Daily stand-ups, planning sessions and check-ins keep offshore teams aligned.
- **Host in-person visits:** Client visits to Bengaluru are easy, productive, and tailored to deepen team connections.
- **Foster team connection:** Social events and celebrations help teams to connect and build trust.
- **Enable recognition and growth:** Local infrastructure supports career progression, recognition, and ongoing development.

Your visit to Potentiam's Bengaluru office blends collaboration with a taste of one of India's most vibrant tech and cultural hubs. Connect with your team in a modern, collaborative workspace, then experience the city's energy and character. From the historic Bangalore Palace and colourful streets of Koramangala, to bustling markets, cafés and lush parks, Bengaluru offers a dynamic mix of tradition, innovation and city life that makes every visit memorable.



How Bengaluru Scores

Choosing an offshore location means weighing multiple factors - from cost and capability to cultural alignment and ease of collaboration. Here's how Bengaluru performs across the key criteria that influence long-term success.

Dimension	Why It Matters
Cost	Operating costs are significantly lower than in the UK, especially for mid-to-senior roles, where salaries are often 40-70% lower. Office, HR, and IT support also price in favour of Bengaluru, which compounds savings at the team level. The headroom created can be redirected into growth and capability.
Flexibility	The market supports both small pilots and rapid scale to full functions. You can add specialist pods or broaden into multi-function teams without changing location. Capacity can be increased with predictable timelines and minimal disruption to UK workflows.
Language	English proficiency is strong across professional roles, with clear business communication. Accent and written style can vary by team and should be aligned through onboarding templates and review rhythms. With consistent standards, client-facing quality is reliable.
Independence	Senior professionals are accustomed to working within global structures and operating with minimal oversight. Junior teams benefit from a clear local lead, documented standards, and regular coaching to reach full autonomy.
Cultural Fit	Bengaluru teams work daily with UK and European companies and adopt client processes and cadence readily. Expectations on quality, pace, and reporting are well understood. This reduces integration friction and shortens time to value.
Recruit Speed	Large, established pools allow most roles to be hired in four to six weeks, faster than typical UK timelines. Scarce skills may take longer, but market depth keeps the search predictable. Structured evaluation and clear profiles further de-risk timelines.
Availability	Bengaluru offers depth across engineering, data, finance, service desk, and commercial operations. The city produces a steady flow of graduates and attracts experienced talent from across India. This supports long-term team growth and succession planning.
Time Zone	GMT+5:30 allows for four to five hours of overlap with the UK for live collaboration. Work continues after the UK workday ends, which shortens the cycle time on many tasks. The model supports blended delivery without over-reliance on late UK hours.
Proximity	Travel from London takes approximately 10 hours via established routes, requiring more planning and visa administration. While on-site visits remain straightforward, they occur less frequently than within Europe.



Learn More About Potentiam

In a world where talent and opportunity are no longer confined by geography, offshoring isn't just a cost strategy – it's a growth strategy.

At Potentiam, we help businesses access world-class talent and build high-performing teams. We are not a platform or BPO, nor are we recruiters, reselling talent – we're your strategic growth partner.

Through our advisory approach, we enable organisations to unlock potential by building teams that operate as a true extension of your organisation at significantly lower costs, supported by in-country services.

Whether you're an early-stage company looking to expand capacity or an established enterprise pursuing efficiency and innovation, we'll help you design and execute the right offshore strategy, tailored to your vision and built for long-term success.

Begin your offshore journey in Bengaluru.

Book a free consultation with Potentiam.

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