For the day-to-day management of the technology, an outsourced team based in India handles all customer requests, feedback and complaints.



They are also responsible for collecting usage data for the new product which is then used to identify areas of weakness or vulnerability within the system.

The outsourced team has over 200 people working consistently on this project, however 80% of this workforce is focused on customer support and customer service.

The outsourced team has a lack of technical knowledge within the team and is unable to support any technology related issues, such as hacking threats, features of the product failing or downtime.

The usage data that they collect is critical for us because it allows us to see the vulnerabilities within the system so that we can manage the improvement of the system and mitigation of risks. Ultimately, MondoMarket wants the system to be running to its full capacity for as long as possible. More time that the system is unavailable equals more money lost for MondoMarket and it is our responsibility to ensure that this is kept to a minimum.