

	Staff augmentation (aka team extension)	Dedicated team (aka managed team)	Full process outsourcing (aka managed services)
Customer's involvement	Full involvement and direct management of outsourced employees	An in-house PM (or product owner) stays involved throughout the process, helping guide a product's direction and making decisions, but without day-to-day team management, which frees up their resources	A customer's involvement is minimized. An in-house representative controls a vendor's performance using regular KPI reports
Responsibility for the project and related risks	On a customer's side	Shared between a customer and a vendor. SLA can be signed but is not obligatory	On a vendor's side. SLA is always signed
Responsibility for the quality	On a customer's side. The vendor is responsible for providing the qualified team members	A vendor is responsible for the quality of their part of work, which is measured by KPIs	On a vendor's side. Guaranteed results (the scope, deliverables, timelines) are stated in SLA
Decision-making	On a customer's side	A customer remains central to the decision-making and development of software vision. A vendor makes decisions regarding project management of their part only	The decision on the software vision is on a customer's side, but a vendor helps shape it and also makes all the decisions regarding project management
Resource allocation	100% allocated to the project		
Responsibility for setting up the process	On a customer's side. A customer organizes and controls employee onboarding, and a vendor supports the process	Shared between a customer and a vendor. A vendor's project manager organizes team onboarding together with a customer. The team integrates into the existing development process. The setup is usually quick due to a preassembled team	On a vendor's side. Setup duration depends on the readiness of requirements and the complexity of a project
Team management	On a customer's side. A vendor can partly manage employees internally, in addition to the management of the customer	An outsourced PM manages the team's day-to-day process and workflows and reports to an in-house PM (or product owner) as often as needed to ensure a project meets a customer's requirements	On a vendor's side
Transition of project artifacts and knowledge accumulated during the project	A customer manages knowledge transfer and retention	A vendor manages knowledge transfer and retention, and a customer is deeply involved	On a vendor's side
Efficiency of development	On a customer's side	A vendor is eager to maximize the efficiency to meet the agreed KPIs targets (if any), although it depends on the efficiency of the team on a customer's side	A vendor is highly motivated to maximize the efficiency to meet the agreed KPIs
Summary	A vendor is perceived as a resource manager	A vendor acts as a partner, taking responsibility for their part of a project and managing the risks at their side	A vendor acts as a partner, setting up the process and taking full responsibility for a project (or a project portfolio) and managing the risks at their side

Do you have any questions left? Feel free to [contact our team](#) to get answers about the specifics of any model or discuss the possibility of outsourcing with ScienceSoft.