

VR-2026-003 / MODELING PAPER | 07 OCT 2026 | v1.0

The Buyback Staffing Model: Measuring ROI on Offshore Talent

An economic framework for evaluating managed remote staffing against freelancer and founder-led execution.

Publication status

Modeling paper v1.0. This is an analytical framework with an explicitly hypothetical example. It is not an empirical comparison of providers or a guarantee of savings.

The decision

Compare total loaded cost, service quality and net leadership time recovered. Include freelancer, managed staff and internal-team alternatives. Account for onboarding, supervision, coverage, continuity and rework rather than comparing hourly rates alone.

Core equations

Net hours recovered = hours delegated minus review, rework and coordination hours. Capacity value = net hours recovered x assigned founder-hour value. Net modeled benefit = capacity value minus monthly loaded cost. ROI = net modeled benefit / monthly loaded cost.

Loaded cost inputs

Include fees or pay, software seats, onboarding amortization, management, supervision and replacement risk. Apply costs consistently to every option and avoid double-counting founder supervision if already subtracted from net hours.

METHODS / METRICS / LIMITATIONS

Illustrative scenario - not observed data

Assume 40 delegated hours per month and 10 hours of review, rework and coordination. Net hours recovered = 30. At an assumed founder-hour value of GBP 60, modeled capacity value is GBP 1,800. At GBP 1,200 loaded cost, modeled net benefit is GBP 600 and ROI is 50%.

Interpret the result

Capacity value is not cash revenue or realized profit. Recovered time only creates monetary value if it is put to productive use. Test the founder-hour assumption against actual activity, business capacity and marginal contribution.

Sensitivity and pilot

Vary founder-hour value, rework hours and loaded cost. For the example, break-even founder-hour value = $\text{GBP } 1,200 / 30 = \text{GBP } 40$. Run a bounded pilot, log delegated tasks and time, measure service quality and review the result after four weeks.

Commercial context and limitations

Vertex Research is part of SJ Vertex Group, whose portfolio includes Global Staff Solutions. Disclose this interest in comparisons. No independent dataset validates the hypothetical inputs; staffing quality, task complexity and management effort will change outcomes.

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