

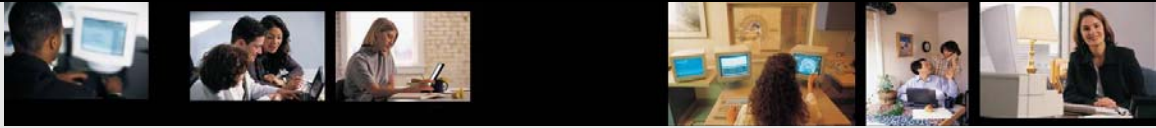
ConeXL

Offshore Advisory and Program Management



Making Offshore work for you

www.conexl.com



“ConeXL was instrumental in helping us find the right outsourcing vendor, setting up our offshore practices internally and externally, and making our experience very successful!”
Azadeh Ghiasvand
Director SW - Kontiki

As a Senior Executive you are confronted daily with the need to bring down costs, maximize profitability and demonstrate positive results to your stakeholders. Company strategies are now focused on operational excellence, cost management and bottom line results.

Offshore Outsourcing is no longer a departmental issue it is now a Board issue. Managers have now been instructed to look at Offshore Outsourcing to reduce the ever increasing manpower costs.

Offshore Software Outsourcing emerged from the shadows of the last downturn in the early nineties and with Y2K it took wings. Leading Fortune 100 were surprising early adopters of Offshore Outsourcing. Results were mixed but these Companies had the resources, the muscle and the internal will to make the program work. Service providers grasped the need to fine tune their service delivery with a desire to make large scale programs work. Not surprisingly a large number of Offshore Service Providers achieved CMM/SEI Level 5 certification.

The landscape is littered with multiple service providers with impeccable credentials and yet within each company there are examples of success and failure. Offshore Outsourcing continues to be a high risk proposition. The decision to go Offshore may be an easy one the ability to make it work may yet prove to be extremely challenging. There are internal issues, there are process issues, there are issues related to governance, there are issues related to sourcing, there are issues related to analyzing corporate portfolio of Applications and decomposing them to estimate the potential risks and suitability for outsourcing, and then there are personal risks...

So now you are faced with a mandate to go Offshore perhaps to a service provider, or to set up your own extension. How do you begin?



ConeXL www.coneXL.com BEST PRACTICES FOR OFFSHORE OUTSOURCING

“It takes a lot of hard work to make an Offshore Outsourcing program work” – Sr. Director, Engineering of a Product Software Company

"If you are thinking about going off-shore, don't do it alone. Mr. Saxena contributed substantially by providing successful project start-up, through overseas introductions, and continued project management with his vast knowledge of off-shore development processes. It's just not as easy as one would think, but with a guide like Mr. Saxena, the journey is doable."
Albert Holt - CEO Aah Inc.

Outsourcing is a lot of hard work and the true costs are far greater than what an Outsourcing vendor tells you.

Need Analysis: How does this fit with your Organization and Business strategy? How do you derive the maximum cost benefit? What are the hidden costs of Offshore Outsourcing?

Managing Change: Offshore Outsourcing affects everything, your processes, people, infrastructure and interfaces. It requires a certain discipline in defining and managing work. Your processes need to change to accommodate Outsourcing.

What do you Outsource: What work do you give to your service provider? How do you look at your portfolio and balance business imperatives with vendor capabilities? How do you assess risks?

How much do you know about your own applications? Make an assessment of the information you have on your projects. What is your current performance and cost structures?

Where do you go? Sometimes the most obvious destination may not be the most appropriate one. China, Russia, India, Canada or Mexico each have legitimate claims and reasons to go to.

How do you start the process? How do you engage with potential service providers? How do you evaluate them for what is important to you? What service levels or goals should you set? What contractual issues should you look out for?

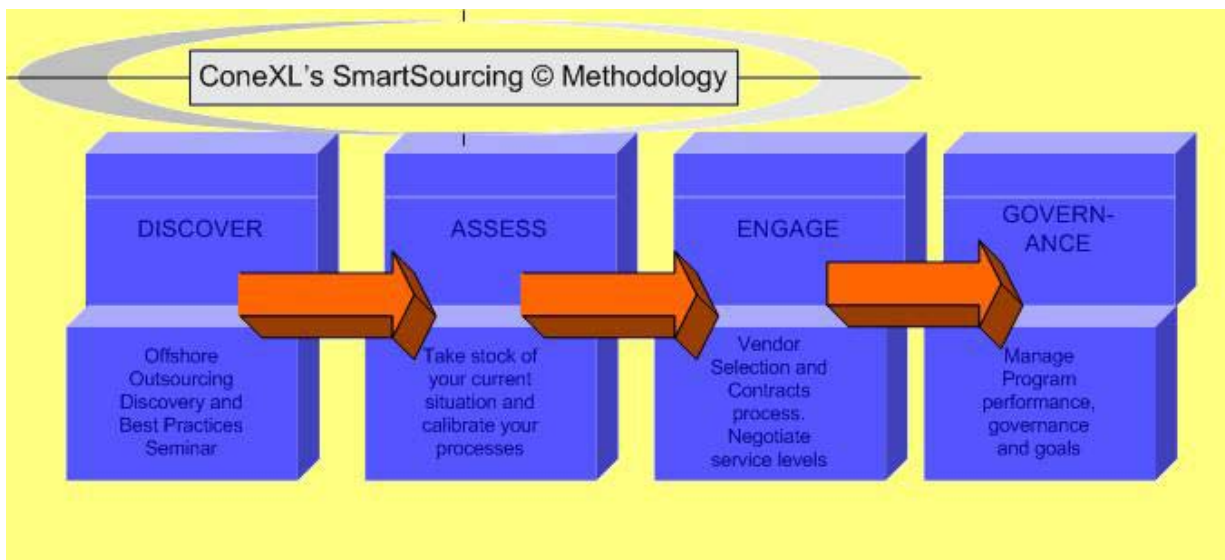
Governance and Transitioning: How will you govern this long distance relationship? What metrics should you look out for? How do you manage failure and still make the program successful? How do you track and mitigate risks? How do you recognize and go past cultural issues?

Process imbalance: If your service provider is CMM Level 5 and you are not what do you look out for?



ConeXL www.coneXL.com BEST PRACTICES FOR OFFSHORE OUTSOURCING

At ConeXL we understand that Offshore Outsourcing is extremely beneficial when it works. But making it work requires knowledge and effort. To ensure that you take this journey better prepared and maximize your returns we have built our SmartSourcing © Methodology. SmartSourcing © is a structured approach to Offshore Outsourcing



Through SmartSourcing© we help you:

- Understand the issues related to Offshore Outsourcing and build best practices
- Set your processes for program success
- Assist with Vendor Selection, transition and governance

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BEST PRACTICES FOR OFFSHORE OUTSOURCING

