

Offshore Development Helps Software Product Company

Introduction

One of Silver Touch client is a France based research organization of few participating countries working in fusion energy. Organization required various application development to support research data analysis. Being India as a participating country, organization always thought of developing software from India. Since this project is very critical for world and in fusion energy research, client wanted to develop software such a way that it carries low cost as well as it should give complete understanding to its development team.

Software Development Limitations for Client

- Multiple countries involved in the organization so can't have in-house development team
- Outsourcing to countries like India is possible but at the same time team needs detailed requirement gatherings
- Implementation and support may also require physical presence at France

Since Client was engaged in highly confidential research, it was not interested in outsourcing software development work to some other companies due to intellectual properties issues. But at the same time, there was a cost factor coming in picture. Hence it was decided to have development work to be done in India.

Objectives from Outsourcing

- Have own software development team in low cost countries
- Software development work must carry international standards.
- Recruit best of the breed software developers in offshore team
- Get project management onsite and software development team offshore

Carrying such goals client made decision to go for software outsourcing to be done in countries like India or China. Client decided to go with India since they were attracted with India Advantage as

- Highly skilled technical resources with English fluency
- Zero time zone difference since developers work in European time zone
- Competitive cost advantage
- Business friendly government policies to setup entities

Constraints in outsourcing software development

- Who will do project management
- What will be time zone software developers work in
- Since multiple countries representatives are involved, there needs to be local project managers who can work hand in hand in France
- Communication gap between two different cultured people

While Client was in this dilemma, Silver Touch a CMMi level-3 company from India, got an opportunity to talk with client and suggested multiple engagement models. Silver Touch came up with unique hybrid engagement model to sooth client's requirement complaining with all Objectives of client.

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Engagement Model

Silver Touch offered Hybrid engagement model for software outsourcing. This model typically has two parts. Project Management and Project development. Project management is handled by Project Managers and Project Leaders who are working onsite at client's place. Project development is carried out from Silver Touch offshore development centre based in India. Client pays onsite expense for managers and gets lower cost of development of India team.

Core phases of the model are -

■ Project Management

Silver Touch Project Managers are working onsite. Project Leaders of the projects frequently visits client's site for requirement gatherings. This gives flexibility to client to have single point of contact at local time zone. They don't have to worry about time zone difference or cultural issues in India.

■ offshore software development team

Silver Touch identified and recruit software developers on behalf of client. All developers are managed by Silver Touch PM and PL. This gives full flexibilities to client not to worry who is working in India at what time. Even there is not language issue with developers since they are reporting to their own managers and leaders.

■ Recruitment process

Silver Touch offers extensive recruitment process to client ensuring best of the breed developers are recruited in team. Recruitment is done from Silver Touch existing database as well as through recruitment agencies.

- Shortlisted candidates are asked for aptitude test and technical written exam.
- All passed candidates move to personal interview round
- If candidate is selected, then it is put forward with Client for final selection

■ Transition via training

Training is very important task to ensure that captive offshore development team follows the same processes followed by client. Client provides in-house training to onsite managers to ensure detailed requirement gatherings are done with utmost acceptance level from client.

Best for Whom:

This model is ideal for companies where they need software development services dedicated with minimum 2-3 months with team size of minimum 5 resources.

- Software Product company
- Corporate companies with sizable in – house software team
- Software services companies having development team in Europe, Uk or US.