Offshore IT Outsourcing

Abstract

Outsourcing in today's date is the most reliant option for most of the IT industries. In order to improve the quality and the increase the business most of the organizations are turning to the pathway leading to offshore outsourcing. Most of the organizations want their resources to concentrate solely into their core operations so that the maximum output can be obtained. Hence, there is a need to outsource those operations or services which is categorized as a non-core operation in an organization. This paper discusses the need and the benefits of offshore outsourcing and the reasons why most of the organizations today are taking this option.

Making the right choice

Outsourcing gives the exact mix of people, processes and technology and helps to achieve the goal of doing everything in the exact time and budget. There is a need to understand the benefits that one is about to gain by offshore outsourcing. Some of the benefits are as under:

- Focus only on the core operations
- Better overall skill set
- Reduction in the costs
- Improvise in the quality and speed
- Provide reliable relationships or partnerships
- Better risk management
- Increase in the customer satisfaction
- Managing the budget properly
- On time delivery

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The above mentioned ones are just a few examples of the benefits obtained from outsourcing. The most important questions which the organizations have to face while opting for offshore outsourcing is – What to outsource? Who would be the best outsourcing partner?

When we say that the non-core operations would be outsourced, there is a need to make a distinction between the core and non-core operations of an organization. For an organization all the operations that it is capable of performing with the most skillful resources available and for which it has got the most in-depth knowledge bank should not be outsourced. Instead all the operations for which the organization is incurring heavy overheads should be outsourced. So that maximum output can be obtained with minimum input along with maintaining the quality and the timely delivery.

Selecting the most efficient outsourcing partner is the second and most difficult question that an organization has to find the answer to. In today's world with cut throat competition, the problem is not the scarcity of outsourcing providers but the abundance of them.

Choosing the best outsourcing partner

There are a lot of guides and tips available for selecting the best outsourcing partners but out of all India is said to be the best place for outsourcing. There are innumerous organizations flourishing in India who provide varied outsourcing services worldwide. The most luring factors behind selecting an outsourcing provider from India are the cost benefit factor. However there are a lot of criteria's that should be considered.
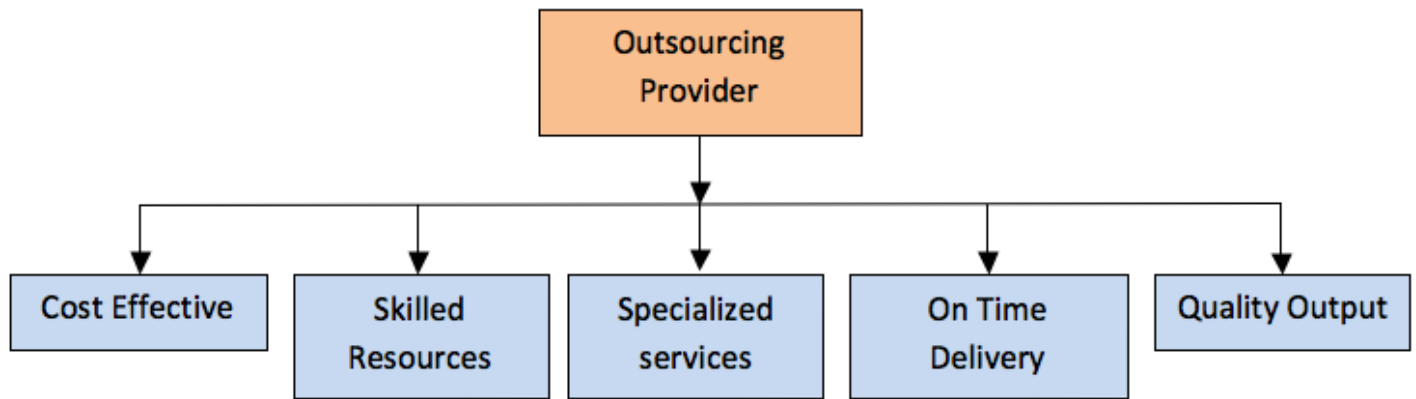
One such criterion is the ROI i.e. the Return on Investment of an organization. This is one major factor for the selection of an outsourcing provider. The ROI should be checked on a regular interval to keep the partner on the run.

But the cost factor should not be the only point for consideration. Quality should never be compromised for cost factors. There is a need to check the quality standards that the company uses.

The other essential criterion's fulfilled by the outsourcing provider

Cost Effective

In the present scenario for any organization the amount of business is greater than the number of employees can take care of. Hence there is always a need for more employees or resources which results into more investment. Hence, for the non-core operations of an organization it is always better to outsource it.

Skilled Resources

There is always something to add on to the skill set into one's database. Outsourcing always adds on to the skill set as there are resources available with varied skills at an affordable price.

Specialized services

It is always necessary to concentrate on the things one is specialized in to keep the customer's happy. If one involves one's head in all the operations alone it only ends up to messing up the whole thing. Hence, it is always necessary to distribute non-core activities to people who are specialized in doing it. Outsourcing is answer to this. Whatever operations an organization is planning to outsource, it is always suppose to look for an outsourcing partner who has specialized in it and can give specialized services.

On Time Delivery

It is rightly said that time is money. In today's world one man's loss is another's gain. On time delivery is the need of the hour. But at the same time the quality has to be maintained. So when there is not enough time to handle everything by ourselves there is a need for someone else to do it. The outsourcing providers take care of the time constraint and hence always make it a point to provide timely deliverables.

Quality Output

Many a times it happens that in order to save money and time the quality is overlooked. But it is an equally important factor while choosing an outsourcing partner. One needs to check whether the outsourcing provider has good quality records in the earlier deliverables, whether they are providing quality deliverables.

Capabilities: Outsourcing provider

In order to satisfy all the above mentioned criterions it is very important that the outsourcing provider should have matured processes as it gives stabilized outsource operations and whether they are scaling their outputs. Measuring the output is necessary as it is the way leading to improvement and success. Hence, it should also be noted whether the outsourcing provider is metric driven.
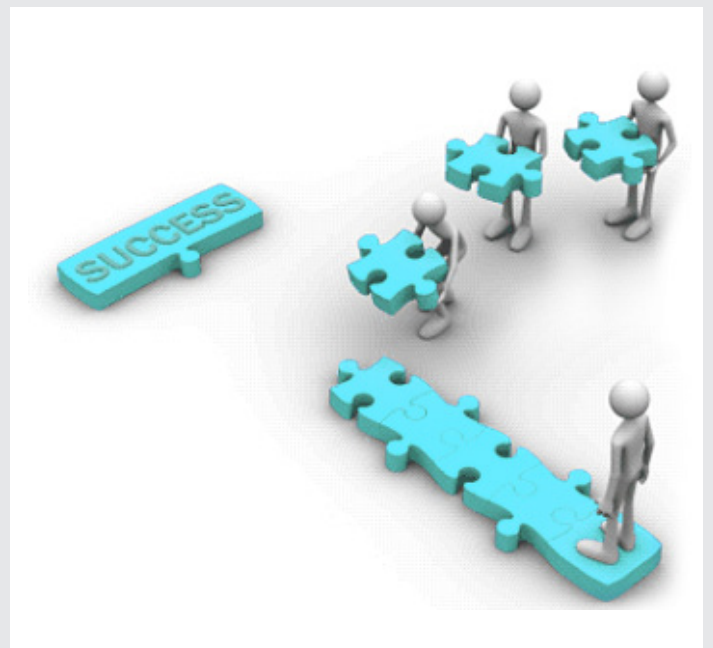
Working from two different locations is the biggest issue when opting for outsourcing. The outsourcing provider should be capable enough to bridge this gap of geographical isolation. Being away yet connected is the need for making the outsourcing successful. Both the partners should be involved fully and working as a whole.

Apart from time and money, building an efficient partnership is necessary. Both the partners should understand the requirements and difficulties of each other and should be flexible in the terms and conditions for the smooth operations. This will provide the improvement in the performance. The outsourcing provider should understand the customer needs and try to deliver the exact.
Here in Silver Touch, we provide the best outsourcing solutions and ensure that the first outsourcing experience with us is not the only one. We believe in customer satisfaction, reliable partnership as well as retaining the customers with our quality services. There are various teams and skilled resources for providing diverse ser-

vices from developing varied web applications to mobile and iPhone. We not just provide the services but also involve the customers throughout the development process so that they are involved in and out. Our customers worldwide have benefitted from our services and look forward to be associated with us by taking benefits of our services time and again.

We involve our customers throughout the development life cycle and let them have an insight of the monitoring and control activities going on as well as the current status so that the customers can keep track of the progress.

Conclusion

In order to grow at a rapid pace and surviving the global competition it is important for IT organizations to think about outsourcing. Outsourcing is economic and practically the most easily approachable options available these days. Outsourcing does make the perfect business sense.

Deliver best products, software solutions and services, on time with quality, and as per customer expectations

About SilverTouch

SilverTouch, a company established in 1992 is widely accepted for its IT solutions with a huge customer base in more than 20 countries across the world.

SilverTouch is actively engaged in Enterprise software development, enterprise content management, document management and IT consulting services such as Business process optimization, process consulting, implementation and customization of ERP. SilverTouch leads brilliantly in new technical developments such as: Mobile Application development services on iPhone, iPad, Blackberry, Android, J2ME and Windows mobile platforms. Even now, SilverTouch helps its global clients for major developments, deployments and managements of their mobility solutions and enterprise application development programs.

SilverTouch has alliance with several industry leaders such as Microsoft, Apple, Cisco, IBM, Oracle, SAP, Java, Dell, VM ware, Symantec, Sonic Wall which provides a competitive edge over other industry peers and targets to understand and cater to all types of requirements that concern our clients, thereby, leading to serve them precisely to their satisfaction.

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