

BRINGING QUALITY TO OUTSOURCED OFFSHORE SOFTWARE DEVELOPMENT

PULAK SINHA, XENON COMPANY

BRINGING ENGINEERING
DISCIPLINE TO SOFTWARE

MANAGEMENT TRENDS IN OUTSOURCING

Harvard Business Review Identifies
Outsourcing As One Of The Most
Important Management Ideas And
Practices Of The Past 75 Years

WHO DOES IT

COMPAQ-WIPRO

GE-TCS

AT&T-IBM GLOBAL

RADIO-SHACK - COGNIZANT

VISA-INFOSYS

NORTEL-INFOSYS

TRW-SATYAM

PEROT-HCL

CITY OF NEW YORK-XENON

DELOITTE-MASTECH

PRATT WHITNEY-INFOTECH ENTERPRISES

STRATEGIC REASONS FOR OFFSHORE DEVELOPMENT

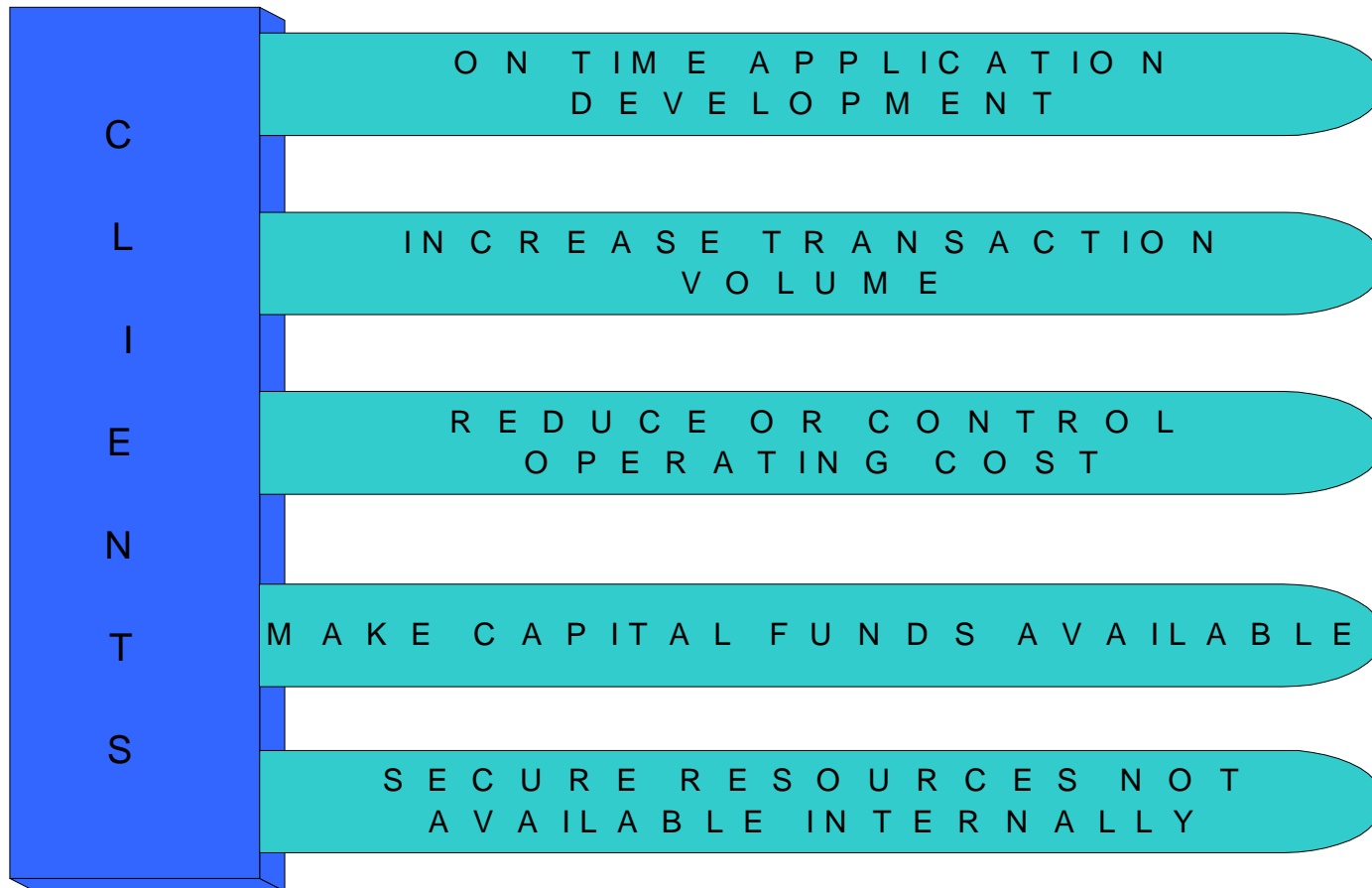
**Improve Business
Focus**

**Create Flexible
Systems and
Support Processes**

**Redirect IS
Resources to More
Strategic Activities**

**Share The Risks
Of New
Development**

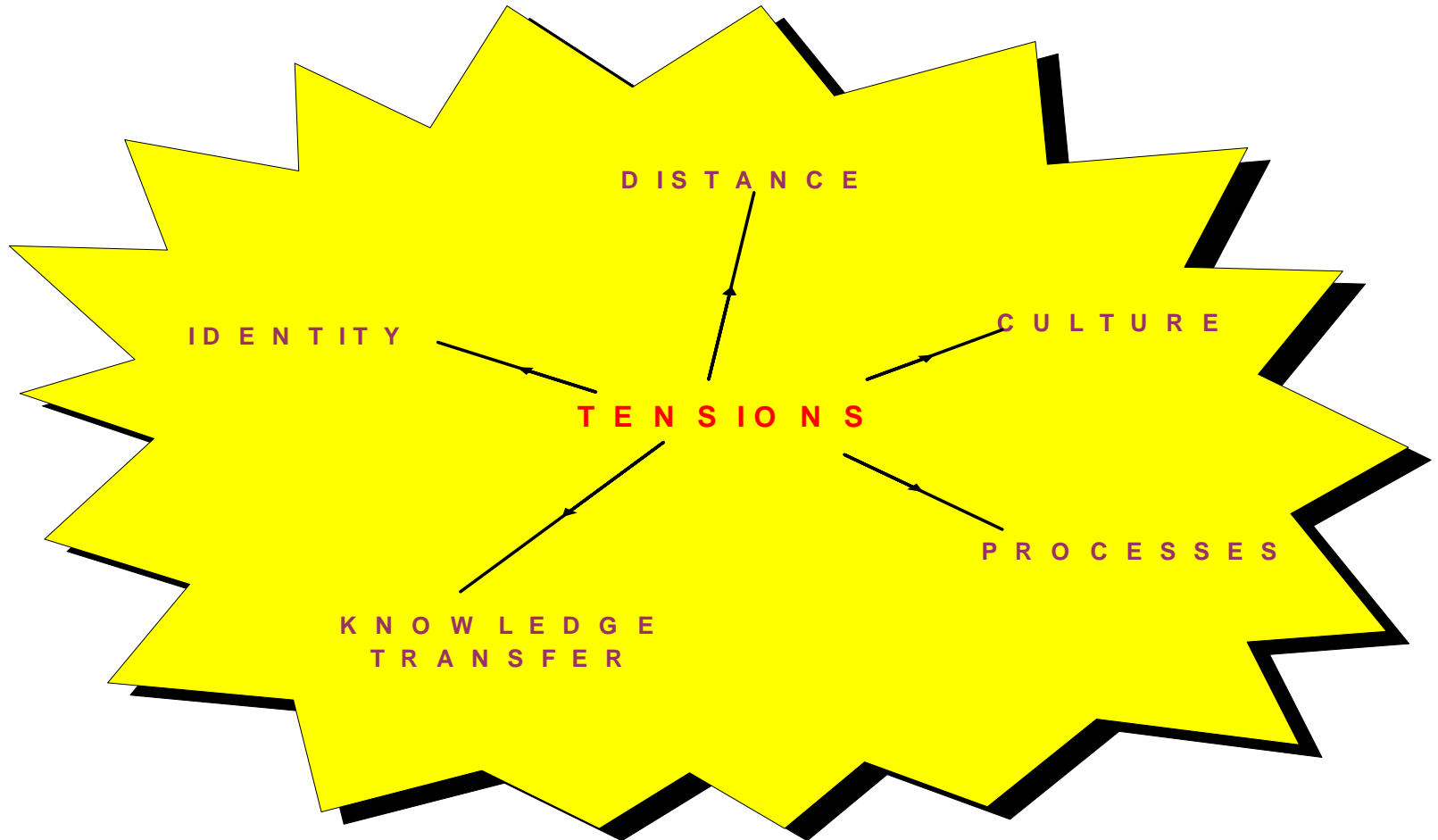
TACTICAL REASONS FOR OFFSHORE DEVELOPMENT



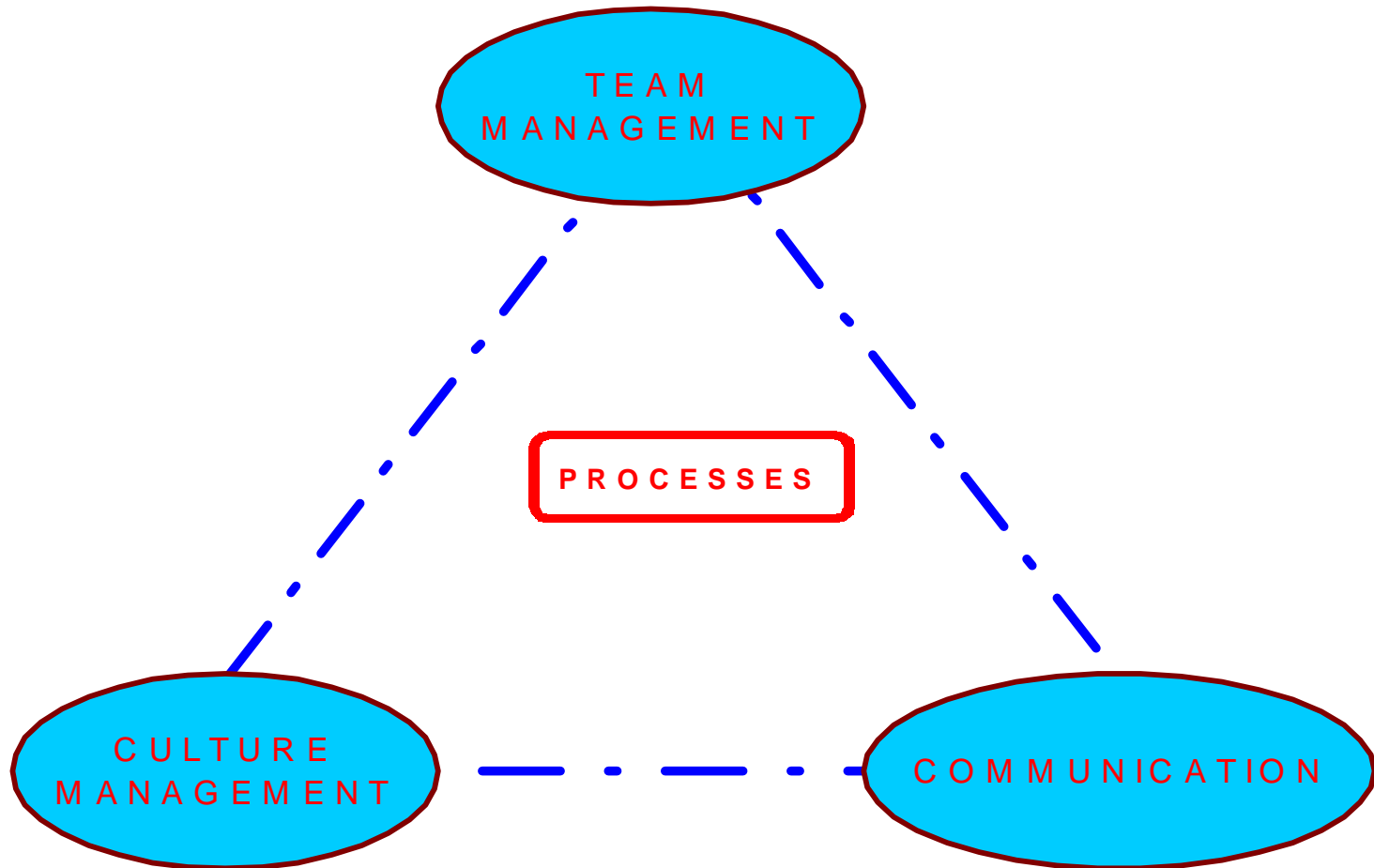
SYNCHING DEVELOPER CLIENT RELATIONSHIPS

- Shared Objectives and Values For Developers and Clients
- Developers Bring the Capabilities that The Client Requires
- Clients and Developers Use the Same Processes
- Clients and Developers Have The same Access To Information
- Client And Developers Maintain Same Environment For Development

OFF-SHORE TENSIONS



KEY XENON PROCESSES



COMMUNICATION

- Increased Use of Prototypes
- High Quality Documentation
- Availability of Documentation
- Increased Knowledge Transfer Through Telephone Calls and Debriefing Sessions
- Frequent Face To Face Sessions

TEAM MANAGEMENT

- Keep The Business Directions Very Clear
- Smaller Teams with Diffused Leaderships
- On-Site and Off-Site Members in a Team
- Teams are deliberately Cross-functional
- Teams Compete off Projects
- System of Measurement. Assessment and Feedback by peers and Managers

CULTURE MANAGEMENT

- Indian Ethos Is Based on a Personalized and Subjective Management Culture
- Peer System of Discussions with less Managerial Inputs
- Lower The Programmer Attrition Rate By Updating Technology Skills

OUTSOURCING PAYS IF...

- Work Towards Creating the Relationship
- Commitment To Goals – both long term and Short Term
- Both Partners Should Benefit
- Have Strong Evangelists
- Share Gains Of Exceeding Target