The Offshore Development Center

ODC – A closer look at the trends and benefits

"We have a plan, to cut your company's expenses and make it more profitable. Our prices just can't be ignored when you run a business."
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Introduction

Nowadays, outsourcing has become a normal practice. It helps the companies to concentrate on their actual businesses. Ours is client friendly organization. Our Offshore Development Center (ODC) makes you feel as it is your own development wing. We always try to understand the needs of our clients. Our solutions are designed to satisfy specific requirements of our clients. Client satisfaction is our main objective.

Work Flow Diagram
At initial stages, discussions take place between highest levels of escalation on both the sides. Once the project is started, a steering committee is appointed as a mediator between ODC and the client. The steering committee deals with the project managers on both the sides.

Project leader leads the offshore team which works to find a solution. When a solution is released, it is sent to quality team.

The quality team tests the software for the assurance of quality. After the completion of the testing process, the solution is sent to the project leader who, in return, sends the solution to the project manager.

Value Proposition

Our proposal is to set up a dedicated offshore development center for you in India. An ODC in India where you would be able to continue develop your projects and serve your internal and external clients with the same or improved quality levels, but at a drastically reduced cost. We will provide world-class facility, set up the environment, staff with qualified and talented team and institute proven processes and reporting structure. It will be an extension of your own facility, available to you at a reduced cost, without the hassle of you managing it. The ODC comes with added benefits:

- Reduced manpower cost (salary cost per person in India would be typically 1/5 of the US/UK costs).
- Same (High) Quality level.
- Superior IT skill sets.
- Reduced overhead (recruitment administration).
- Reduced Infrastructure cost (Development center cost).
- Faster turn-around time (approx. 6 Hours of time difference between India and Europe helps in getting the output without much loss of business days).
- Ability to ramp up/down quickly with no adverse implications.
- Ability to maintain low-cost ‘buffer’ to meet staff turnover.
- Ability to maintain low-cost ‘bench’ to meet sudden spurs in business needs.
Benefits derived due to offshore development center:

Reduced Cost of Ownership

- Enables focus on rapidly changing technology needs
- Enables creation of specialized skill base at drastically reduced cost (training of employees on the reserve staff can be done in India)
- Attrition control – the customer focuses on product quality levels
- Reduced time to market
- Creation of Globally deployable resource pool.

This would give you a massive reduction in cost of approximately 40% just by outsourcing your development to a center in India. The investments in the development center & related infrastructure have already been made by us; also we would provide local recruitment and management support.
Flexible Business Models

We are willing to accommodate your specific business requirements in terms of engagement models – Time and Material, Fixed Price and Build-Operate-Transfer (BOT).

Quality Credentials:
We currently employ over 500 professionals and has infrastructure to accommodate an additional 1500 in short notice. With a continual focus on delivering excellence, we have an ISO 9001:2000 accreditation and are in the process of achieving SCP and SEI CMMi Level 3 Certification. With its concept of Growth by Partnership, we have established numerous strategic technology and business partnerships.
Benefits with Us

- We always deliver customized services. We try to understand the needs of our clients, at first. While designing our solutions, our main aim is to satisfy specific requirements of our clients.
- Our ‘Knowledge source’ contains a great source of information including case studies and reports on latest happenings. With the help of our 'knowledge source', you can know about our organization, what we do and what we did in the past.
- We select our employees only after interviewing. Hence, only qualified professionals who are educated from the best universities get selected by our company.
- They are proficient in US - English, UK – English. Some of them know even Spanish, and German.
- We have a competitive edge as market leader in India with lower cost of operation in sourcing skilled developers and designers. We have a plan, to cut your company’s expenses and make it more profitable. Our prices just can’t be ignored when you run a business.
- We have a team of technical writers specialized in documentation and technical writing with experience ranging from 4-10 years.
- We provide seamless collaboration between offshore office and client project staff through live chat / email / voice / video. U.S. based contact point manages all issues. All our staff members involved in the project will report directly to you or your project manager and follow your directives.
- You can get technical support for your existing applications even after the completion of your project.
- You can get one week trail period for integrating operating procedures and making them understand your larger organizational goals.
- Our Company gives more importance to software testing.
- Our support team is available 24/7.
- We keep the official documents and data of our companyed confidential very.
- We always keep our self updated with the state-of-art technologies.
- Our employees, team leaders, and managers are well experienced, well-trained, dedicated. Ours is a 24 hours company. In general, programmers work for 160 hours a month. However, our programmers work for 190 hours a month. Our employees work 6 days a week (Monday to Saturday). Our Programmers work in your time zone. We have people supporting US and all other continents.
Security Diagram

Our Security Systems

We have 100+ servers. Each server has its own task to perform like DC, DHCP, ANTIVIRUS SERVER, and ISA. All the servers are connected to firewalls as well as to LAN.

**Firewall:** Hardware firewall Pix filters all the viruses and malicious softwares. It blocks unauthorized access.

**Anti-virus server:** We have a Trend Micro anti-virus server. Trend Micro updates every client in the network everyday. It scans and sends scan report to network.

**LAN Administration:** We have three LAN administration zones. Three administration zones are situated in three different floors. Our LAN speed is 100/1000 MB. Each floor has 200 active ports. Switches are made of three tier architecture.
ISA server: Whatever sites are opened by employees in a year gets listed in ISA server. If we come to know that unnecessary sites are being opened frequently by our employees, we block those websites. Nobody can write anything in hard disk. They can write only in a shared drive or Mapped Network drive. Our clients can access any system through ISA server. We give file access permissions according to the hierarchy of employees.

Geo vision 124.0: It is surveillance software used to know what is going on different floors and in different departments. Our client can watch from anywhere what his employees are doing.

Staff Details

All our employees are well experienced and are highly dedicated to their work. Their work is of exceptionally high quality. Our ODC provides sound training to all our employees regarding our client’s domain. All our employees are positively motivated to participate in the project work. Our staff members keep themselves up-to-date with the state-of-art technologies.

We have staff working on various platforms. You can find some of their details as mentioned below:

- Delphi Programmers
- PHP Programmers
- Web developers/Designers
- SQL Server DBA
- ASP Programmers
- Pocket PC Programmers
- Visual Fox Pro Programmers
- QA testers
- Medical Transcription
- VB Developer
- JSP/ Java Programmers
- Perl/PHP Programmers
- System/Network Administrators
- Oracle DBA
- Game Developers
- VXML Developers
- Access Developers
- SAP Consultants
- Data Entry and Processing

.Net Technology with Third party tools

- VB.Net
- .Net with Nhibernate (ORM Mapping)
- Telerik
- Web and Window services
- C#.Net
- My Generation Tool
- Infragistics
- Microsoft Silver light
Hiring Procedure

Choose Advertising Channel & Job

First round of Interview With HR

Short listed Candidates

Technical test

First level of interview

Second level of interview with Project Manager Business Head

Positioned offer

Third level of interview with HR

Orientation Process
Employee Retention

Our company enjoys higher employee retention rate. We take following measures to keep our employee retention rates higher:

- Our line managers maintain good relationships with our employees
- We always try to maintain higher standards of recruitment
- We provide chances for all our employees to improve their skills and grow up in their careers
- We promote our employees to higher designations according to their performance
- Where ever, it is not possible to promote employees to higher designations, we at least increase the salaries.
- We always try to make the work interesting for our employees
- Employees can express their grievances with the management
- We provide job security and stability for our employees provided their performance is up to mark.
- We assure maximum job satisfaction for our employee

About Our Center

Our center is located in Hyderabad, capital city of Andhra Pradesh, India. The center functions 24 hours a day. It functions even on Saturday. The center has very good staff and infrastructure. Around 500 people work in the center in various shifts. The center follows a system of three shifts. It has 300 systems. Each system has hard disk with a capacity of 160 GB. Every system has a RAM with a capacity of 1 GB. All our systems contain Intel Dual core processors and Intel 988 chip set mother boards. Our systems have 3.88 GHZ processing speed. We have highly effective network administration and security system.

Why Outsourcing to India

Offshore development centers in India have seen tremendous growth in recent years, primarily among software development companies. Offshore development centers in India are reporting 45 to 60 percent annual growth. Gartner Group predicts that within two years, 40 percent of its clients will spend up to two-fifths of their legacy budgets on offshore outsourcing to India. India is the undisputed leader in offshore development centers all over the world because of following reasons:
• India has a large pool of technically advanced people.
• Most of the educated Indians are good at English. Most of higher education in India is in English.
• Technically sound and well educated Indians can be hired at lower costs.
• Indians show strong emphasis on mathematics and science.
• Indians are culturally sensitized, and believe in secularism.
• Costs charged by offshore development centers in India are 30-50 percent lower than those in the U.S. and Europe.
• Indian companies maintain higher standards of professionalism. India has the highest number of CMM-certified companies in the world—37 companies meet CMM minimum standards while 5,554 have ISO 9000 certifications. 260 of the Fortune 1000, including 3M, Amazon, Nortel Networks are in India.
• India has 50 year old vibrant democracy with established systems and policies.
• India has active and free Press and a demonstrably independent Judiciary.
• Indian economy is reporting rapid growth of infrastructural development. For example, India currently has the 12th largest Telecom network in the world and it is growing rapidly.
• Indian Economy is one of the world’s better performing and stable economies (GDP growth is between 5–7% over the last decade).
• Indian economy reports limited inflation environment.
• Indian economy has established infrastructure through technology parks.
Offshore Destination Attractiveness:

Attractiveness Index for Offshore Location:
India Core Strength

Large Human Resource:
- 19 Million Students in high schools
- 10 Million Students in pre-graduate degree courses
- 2.1 Million Graduates +
- 0.3 Million post-graduates

At current rates, there will approximately be 17 million people available to the IT industry by 2008:
- Indian Education System
- Strong emphasis on mathematics and science
- Large number of science and engineering graduates.
- Mastery over quantitative concepts coupled with English proficiency

Quality Manpower:
- Indian programmers are known for their strong technical skills and their eagerness to accommodate clients.
- Access to more specialized engineering talent (for e.g. Telecommunications)
- India also has one of the largest pools of English-speaking professionals.

Cost:
- 45-55% factor cost savings
- Labor cost arbitrage to continue for 20-30 years
- Additional cost saving from task re-engineering and economies of scale

Productivity:
- Effective process execution
- Time zone advantage and 24x7 operations

Environment:
- Government taxes and duty exemptions
- Established infrastructure through technology parks
- Subsidies on capital and utilities

Quality:
- Access to skilled, young motivated and trainable labor pool
- Established methodologies and process maturity among vendors
Why Outsourcing to Hyderabad

Hyderabad, capital of Andhra Pradesh, is a leading city in the IT industry. It has a great pool of engineering graduates and post graduates with IT backgrounds that are highly skilled as well as hard working. Comment made by a Manager from HP US, while visiting our center and being driven around Hyderabad: “Why ever did we not set up an office here? Life and commute are so much better here compared to Bangalore.”

Following are the factors that attracting various companies to start offshore development centers in Hyderabad:

- Infrastructure
- Basic amenities such as power, water
- Low density of population
- Smaller, congestion-free airport
- Availability of experienced engineers
- People from Andhra Pradesh form a high proportion of the IT workforce
- Government support
- All major corporations have set their centers here
- Current Government providing support with IT friendly policies
- It is the top five Metros of the country and 10th in the cost of living
- People are more stable, and job-hopping is not common
World Bank Group releases
Doing Business in South Asia 2007:
India is the top reformer in the region, Hyderabad has the country’s most business-friendly regulations

Washington DC, February 13, 2007 – Doing business became easier in India in 2005-2006, according to a new report entitled Doing Business in South Asia 2007 released today by the World Bank and its private sector arm, IFC. Five reforms reduced the time, cost, and hassle for businesses in India to comply with legal and administrative requirements, placing the country in the top 20 reformers worldwide.

Of the 12 major Indian cities covered by the report, Hyderabad has the most business-friendly regulations, followed by Bangalore and Jaipur. Mumbai came in second-to-last and Calcutta last, as these cities impose the most complex and costly business regulations. Bhubaneswar, Chandigarh, Chennai, Lucknow, New Delhi, Patna and Ranchi rank in the middle. Typically, large urban centers such as Mumbai and Calcutta have a high volume of business, so regulatory and administrative bottlenecks there create serious congestion.
Testimonials

“Employees are highly skilled, technically proficient, and hardworking. We appreciate their work and timely delivery of our product”

Robert Willson, Boston, US.

“After looking at your workforce, employee retention and infrastructure of your company, we decided to outsource our work to your company. We already came to know about your company through your previous clients.”

Marshall, London, UK.

“I am very impressed with your 24/7 helpline. I am also impressed when I spoke to your coordinators and technical supporters who speak in highly fluent English.”

James Jobins, Perth, Australia.

“We have ever seen a company like yours. Your solution is highly sophisticated. Your speed, time-to-time communication, and timely delivery are amazing.”

John Mill, Los Angeles, US.

“We came to know that we can get cost effective services in India. With further experience, we came to know that Hyderabad is the most cost effective city in India. After joining hands with your company as well as with other companies, we came to know that yours is the best company in Hyderabad.”

Philips and David Son, New Jersey.

“We are very pleased with your solution; it is quite simple, but, very effective. Till now, we outsourced our work to various organizations. However, we were not satisfied with their work. After looking at the work being done by your company, we decided to outsource our entire future work to your company only.”

Carmin, Romania.
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