

Co-sourced Partnership - Best Practices

Introduction

Co-sourcing is defined as a service performed by both staff from inside an organization and also by external service provider. Outsourcing while recognized as the way of future several years ago, is now recognized as complicated and sometimes even as a failure. In reality, outsourcing has fallen short of the promise since expecting the external service provider to exactly deliver your ideas does not always work out.

At CI, we have believed in co-sourcing as an effective alternate to outsourcing as it raises the ability for an organization to scale in a low cost geography while leveraging on expert processes and people.

Why Co-sourcing?

In order to get results out of outsourcing, you have to actively manage the relationship and after all the time spent, you would wonder if it would have been less effort just do have done it yourself. At CI, we know product development and technical aspects of developing the product. But our clients are the ones who know their customers the best. Bringing both

sets of knowledge and expertise together is essential in figuring out the best plan for scaling to the next level.

Key factors in Co-sourcing relationships

- ◆ Ability to scale in low cost geographies while leveraging on expert people and processes
- ◆ Collaboration
- ◆ Extreme Visibility and clear line of control
- ◆ Ability to hand pick key team individuals
- ◆ Relationship management using Key Performance Indicators
- ◆ Shared SLA's for sharing success

Co-sourcing with Offshore Product Development Vendor - Best Practices

Team

- ◆ Close communication with client for selection of key individuals in the team
- ◆ Delegate the responsibility of selection of junior team members to the team leads ensuring the 'right pyramid' of experience
- ◆ Planned rotation of team members as a way to

- ◆ Define Team Goals to keep account of individual activities
- ◆ KPI's for measuring performance reducing the need for micromanagement

Onsite Program Management

- ◆ Helps convert time zone difference from a challenge to opportunity
- ◆ Ensures there is no communication gap between onshore and offshore teams
- ◆ Helps in defining KPI's
- ◆ Provide technical leadership in order to bridge the gap between onshore and offshore teams
- ◆ Helps mitigate risks involved in working with offshore teams

Relationship Steering

- ◆ Consists of senior level executives from both sides
- ◆ Meets every quarter to review the health of relationship
- ◆ Acts as an escalation point in the relationship
- ◆ Account manager assigned for monitoring relationship status

In summary, the success of the co-source relationship lies in the hand of both the parties.

About CI

CI is a global software product development organization based out of New Jersey and a partner to established technology leaders helping clients bring software products to market in less time and reduced operating costs.

CI partners with clients to create dedicated delivery centers and has been practicing co-sourced relationship with its client. By leveraging on its capabilities, a partnership with CI increases product quality while reducing the time to market and the operating costs.

CI provides complete product lifecycle services from new product development to product re-engineering, support and migration. CI has worked with over 225+ clients over the past 11 years.

CI delivers value by creating a specialized and experienced handpicked team to suit your needs. The experience level of the employees in CI stands testimony to the commitment and continuity of the developers. CI's domain expertise and reduced learning curve enables reduction in time-to-market for products and also lowers the overall operating cost.

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