Outsourcing KING of the World!

written by Manoj Khanna | March 18, 2003

From the land of GOLD and FREEDOM and HERITAGE and CULTURE! No one in the west actually thought of the east when we were running into the industrial 20th century. But by the end of the century and the begining of 21st century everyone got startled and things changed and they changed for good. An new word was re-invented for the resource-and-cost-saving-hungry information technology world – OUTSOURCING.

One country had a pool of visionaries. A pool of unbeatable-talented-people. India. And these people picked up fast and early. They started and others followed and jumped onto their bandwagon. And today its all history.

But today is the time to see – FURTHER and AHEAD. Following the 'Indian' trend many other far-eastern economies have opened their doors – with FLASHY sign-boards – "AVAILABLE XYZ @ FRACTION-OF-A-DOLLAR-RATE". Of the all the things said and done. Its not the PRICE you can't BEAT – but its actually the work which matters the most. Its what is coming out of the oven from the bakery shop at the end of the day. BURNT or UNCOOKED BREAD or FRESH AND SOFT BREAD.

The choices today are clear. And the competition is intense. One has to take many steps before they actually challenge the KING alone or even as a combined power. But to a large extent the KING too has to maintain its integrity – it too has to come up with new and innovative measures to keep up with its position.

As always the competion is always fierce.

Read about INDIA'S ADVANCEMENTS IN THE IT SECTOR.

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Health Care. New Methods. New Ways.

written by Manoj Khanna | March 18, 2003
My recent paper focuses on e-Health Care. The focus today is not how good a Health Care service is but also how fast and efficiently that service is delivered to the end customer – the patient in this case. This in other terms also means how less of the overhead is the health-care organization is able to keep. Cutting all the jargon puzzle – the bottom line is despite all the complicated forms processing and keeping piles and piles of paper work how the health-care office is managed efficiently and with ease. Where all the information is available on the click of the button to the various departments without getting bombarded with information overload or even lack of sufficient information in other cases.

In my company we have been able to cut these edgy-corners and have come up with a straight and simple model which is bound to get our clients cent percent success with e-Business and e-Health care solutions.

Our focus on Agile Methods enables us to provide the hard solutions the easy way. The Health Care market as it stands today, is a BIG game, and reaping the maximum out of it is the call of the hour. Be it at the level of CTO or CFO or even

CEO, the things are the hard way for each one of them to get the best out of it from their existing business process.

This is where the experts or I'd call idealGURUS come into play, as healers to your aching business process. And given the everyday challenges of Health-Care industry, it becomes essential to follow what the idealGURUS have to say and act upon it wisely.

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Project Management. e-Business. Transformation.

written by Manoj Khanna | March 18, 2003
I'm getting a bit lazy in posting. Ah! too much work!

Recently I finished writing a paper on e-Business – transformation and the project management aspect of it. Its quite an intresting topic. In our company, we focus on technology and management both sides equally. Technology doesn't carries-out management and niether it should buy it. The management has to buy and should carry forward the kind of technology which they desire as per their business rules and practices.

The most noteable thing in the whole scenario of project management and e-Business transformation is the key factor and which is – the continous evaluation of the project. The direction where the project is going and what's the path on

which it is travelling.

e-Business can be a daunting task for any corporation. A lot of learning is required from all the ends. The steering-committee, the stake-holders of the various projects, the sponsors, and the employees at large. To satisfy everyones needs and wants is not as easy as it seems. Taking a step by step approach to solve this problem and that too under the project management methods makes life easier for everyone. Not everything can be found in books. Somethings occur due to experience and exposure.

Another important task in attaining the e-business model is to identify the most important projects which require immediate attention – follow up on those projects on a regular basis, assign the people on it, and review quarterly or bi-monthly reports on the progress of the projects.

The other way to look at the internet is to look from the perspective of improving internal and external efficiencies. Finding new means of utilizing the internet for most of the jobs – helps reduce the costs, and develops efficiency and brings in value and growth. Even things like making Airline reservations, or taking monthly reports, or employee training.

e-Business to me is an on-going process and its transformation to the current business practices is another never ending process no matter how tech-savvy a company is or becomes. Learning new steps at every step of the way is on-going. Thus makes the task of managing such e-Business transformation projects very goal focussed and remaining true to the agreed-upon goals of the project

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DEFINE. MARKET. SOFTWARE. INTEGRATION. TODAY.

written by Manoj Khanna | March 18, 2003

In the far competing market today we are crowded by thousands of small and medium sized companies. Things are pretty tough with the investment-hungry-crowds scattered around the various networks of business circles. The software industry is tighter than ever. The so-called-high-technology professionals are lying down low, accepting the challenge. The market today is not driven by mere h-o-o-p-l-a-h-s-a-n-d-u-h-s-a-n-d-a-h-s-o-f-t-e-c-h-n-o-l-o-g-y. Its driven by t-h-e-f-a-c-t-s. The reality is bitter than what it was couple of years ago. Things have changed. People have become more sane in accepting and knowing technology. They have become more realistic in knowing what's that which stands in their way in knowing the exact implementation of a certain technology. And most of all concerns about high ROI and low TCO.

The famous Game Theory, and its benefits are reaping its benefit. Today its not the ideal market, and neither are the wants and likes of the industry at large ideal. The best way to envisage success in this not-so-eventful-market is play safe and in teams. A team is far better than actually producing a result on your own. No body is perfect and similarly no company is perfect in providing a sure shot all the way solution for a complete enterprise-solution-hungry corporation.

Where does it then entails us to? Not so very far. Rather close to our neighbors and allies. Looking beyond the impossible is not the call of the hour. Rather looking at the obvious is something more productive and profit reaping. Web services, content management, workflow, billing and accounting management, combined with a complete customer care, what does it tells you? A-v-e-r-y-c-o-m-p-l-i-c-a-t-e-d-s-y-s-t-e-m-i-n-t-h-e-w-a-y. Not really. Rather its the most simple model if we look at the different scenarios and also when we combine the different providers into it.

To get the maximum power for a high ROI and low TCO the services have to be combined at an effective price and with an effective strategy. And looking for a maximum functionality is t-h-e-d-e-m-a-n-d-o-f-t-h-e-h-o-u-r.

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OUTSOURCING. PROCESS. METHODS. MODELS.

written by Manoj Khanna | March 18, 2003

What's the ideal path to outsource? The best way to go is outsource those efforts that are clearly defined and not abstract. Outsourcing is all about following a more formal approach to software development.

The Software Acquisition Capability Maturity Model® (SA-CMM®) is a model for benchmarking and improving the software acquisition process. SA-CMM has a unique emphasis on acquisition issues and the needs of individuals and groups who are planning and managing software acquisition efforts.

Each maturity level indicates an acquisition process capability and has several Key Process Areas (KPAs). Each KPA has goals and common features and organizational practices intended to institutionalize common practice.

Business Process Outsourcing is becoming a major industry force for both small and large companies alike. Today, firms can outsource anything from a targeted technology (ie. website) to a complete department (Finance, Operations, etc.). This community is for all parties with an interest in outsourcing who want to share knowledge and compare best practices.

Now there are couple of issues concerning outsourcing. There are benefits. But the basic idea for a better outsourcing is to not to forget to take into consideration the impact on the in-house developers. The general myth of outsourcing includes

viewing decision of outsourcing as a negative management decision towards the in-house-technical-workforce. And then the possible layoffs. Myth. Myth. Myth. The reality: we need to learn more about outsourcing.

More to follow…in…OUTSOURCING. CHANGE. REALITY. HOPE.

SA-CMM-KPA.htm

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