

Global Delivery Model

A SIPTECH WHITEPAPER

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1. Introduction

All companies need to recognize that, in today's economy, "Time is money" and "resources are limited". Ensuring fast turn around of projects and quick time-to-market, demanded by users is now more vital than ever before. The solution for large, small and medium-sized companies is to learn from the companies that outsource can bring many benefits. Some of these key benefits are:

- ❖ Speed of development
- ❖ Extreme low cost compared to in-house or local cost.
- ❖ Ability to use skills not available within the organization
- ❖ Availability of resources at short notice
- ❖ High quality processes using ISO or CMM standards
- ❖ Strong project management and documentation
- ❖ On-time delivery
- ❖ No constraints of employment law for short term needs

2. Key Challenges

However, many companies do not have the infrastructure to manage offshore outsourcing and may be daunted by the following challenges:

- ❖ The cultural differences
- ❖ Negotiating beneficial contracts in low cost countries
- ❖ Communication
- ❖ Lack of common legal structure
- ❖ Day to day management of offshore relationships
- ❖ Project control

3. SIPTECH Global Delivery Model

SIPTECH's Global Delivery Model (GDM) has been perfected over a period of eight years by understanding and serving the needs of technology companies like Sun, Motorola and Zaplet. Based on this rich experience, SIPTECH has identified the following as the critical issues to be managed for successful execution of a global delivery project.

- ❖ Efficient and clear processes between client teams and offshore teams
- ❖ Communication
- ❖ Effective issue resolution
- ❖ Business practice differences

- ❖ Cultural differences
- ❖ Time zone differences
- ❖ Language differences

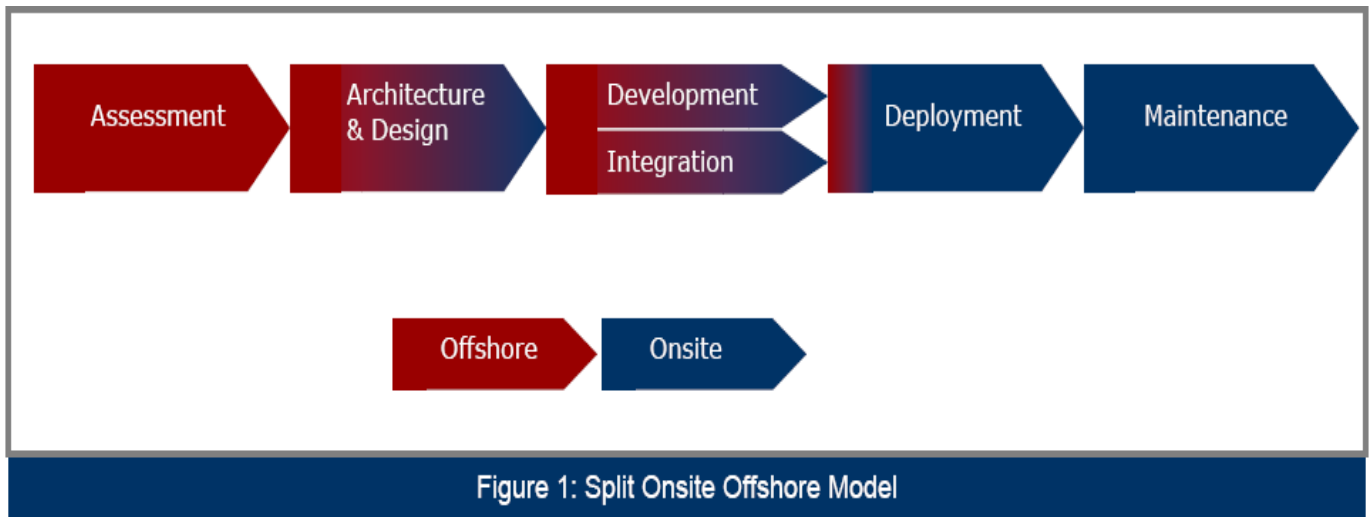


Figure 1: Split Onsite Offshore Model

Efficient and clear processes for a global development lifecycle are a critical success factor for the GDM. No standard process can be used across clients. SIPTECH customizes the Global Delivery Processes based on each client's unique needs. For Motorola, where each Internal Release (IR) cycle is 4 weeks long, our processes have been tailored to meet the iterative development model used by the client.

Communication needs also vary from client to client. As part of SIPTECH's Project Planning Processes, we develop a Communication Matrix with the client that clearly describes the frequency, mode, attendees, and audience for each type of communication event from Weekly Status Reports to Status Meetings. SIPTECH will develop a roadmap for its clients that are a phased approach towards initiating, building, and leveraging a Global Delivery Model that will cost effectively enhance clients' capability to bring high quality products to the market more quickly.

4. Global Delivery Road Map

The GDM Roadmap is shown in the figure above is an incremental, low risk approach to exploiting the cost and quality advantages of outsourcing and off shoring.

The four phases are:



Figure 2: GDM Roadmap

Stage 1: Assessment and Planning

During Phase 1, SIPTECH will place its senior resources onsite. This team will be responsible for understanding the activities that are project related and translate those into specific projects. During this process they will also develop an understanding of clients business and technology platforms, development and QA processes.

The team will also prioritize the projects and tasks based on the inputs from the client and will prepare a detailed offshoring plan. SIPTECH uses a portfolio analysis methodology to identify offshore applications. This plan will include the identification of a pilot project as part of Phase 1 deliverables. The objective is to use that pilot as the proof of workability of offshoring and realizing its benefits. A small number of resources will be working offshore under the direction of the client and SIPTECH's onsite resources. During this phase, the main objective will be for client to gain confidence in SIPTECH's delivery capabilities and begin to understand the Global Delivery Model processes.

Finally, during this phase, SIPTECH's resources will gain hands-on experience by being a part of client's teams and being used as resources on project work.

Stage 2: Confidence Building

In Phase 2, using the detailed off shoring plan, SIPTECH will put together an offshore team, processes, establish the environment and infrastructure, and undertake the first pilot project. Some of SIPTECH onsite resources will return offshore to lead the Phase 2 activities.

Based on the success of the pilot project, other projects can be targeted for offshore-based delivery. The actual choice of the projects and scope will be determined during the portfolio analysis that occurs during Phase 1.

Stage 3: Ramp-up

At this stage of the relationship, it is expected that both partners have built a high level of credibility with each other.

During this phase, the offshore team will be fully established with the appropriate number and mix of resources. These resources will be trained in various processes and technologies that has been developed for Client during Phases 1 and 2. SIPTECH's onsite team will continue with some of the resources inducted during Phase 1. Depending on the offshore team size, additional on-site resources may be considered to coordinate and manage the engagement.

Stage 4: Leveraging Value

At the appropriate point in the relationship, SIPTECH can engage in a more strategic partnership where SIPTECH can expand its service offerings in areas of customer support, maintenance, release management and other engineering services. At this stage, given the considerable amount of domain knowledge that the SIPTECH offshore team would have gained, the relationship can produce considerable cost savings enhancing the client's profitability.

5. About us

SIPTECH provides world class software testing and quality assurance services based on proven methodologies and processes. We focus on companies that produce software products and technology platforms. With SIPTECH you will reduce your costs, improve your quality, and benefit from our independence. We care about only one thing: helping you release and maintain a high quality product.

For more information about SIPTECH and its capabilities visit the World Wide Web at <http://www.siptech.com> and email us at info@siptech.com and sales@siptech.com.