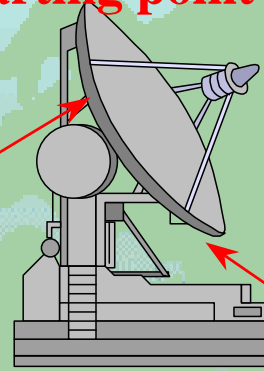




ECS Solution

Every Revolution has a starting point - The vision to foresee.

Tel: 732 381 8404
Email: ecs@everestgroup.com
<http://www.everestgroup.com>





OUTSOURCING OFFSHORE FACTORY(OSF) AS AN ATTRACTIVE ALTERNATIVE

- BACKLOG OF WORK**
- OFF SHORE FACTORY : A VEHICLE FOR CONTINUITY**
- LOGICAL EXTENSION OF CLIENT'S OFFICE**
- EXCELLENT GLOBAL TELECOM NETWORK**
- DIFFICULT TO LOCATE PERSONS/VISA PROBLEMS**



WHAT IS AN OFFSHORE FACTORY ?

OFFSHORE FACTORY IS A **REPLICATED OFFICE**
ENVIRONMENT **PHYSICALLY** LOCATED AT
CONVENIENT PLACE WITH PROPER CONTROLS AND
MECHANISMS TO ADD PROCESSING POWER USING
DISTRIBUTIVE COMPUTING PHILOSOPHY
RESULTING IN A **LOGICAL EXTENSION** OF YOUR
FACILITY. ITS A LONG TERM COMMITMENT.

TWO SIDES OF THE OSF COIN

PROS

- ★ **COST EFFECTIVE**
- ★ **CONTINUITY OF SUPPORT**
- ★ **BROADENS RESOURCE BASE**
- ★ **EXTENDED WORKING HOURS**
- ★ **CORE TEAM CONCENTRATES ON CRITICAL WORK ,SEND LESS CRITICAL TO OSF**
- ★ **HELPS IN STANDARDIZATION OF PROCESSES**

CONS

- ★ **CAN'T OFFLOAD EVERYTHING FROM DAY ONE**
- ★ **REQUIRES PROCESS DISCIPLINE**
- ★ **TRANSFER OF KNOWLEDGE OF UNDOCUMENTED SYSTEMS TAKE LONGER TIME**

WHAT WORK DO WE SEND OFFSHORE?

- **NOT ALL WORK IS SUITABLE FOR OFFSHORE**
- **CRITERIA FOR OFFSHORE**
 - Application Criticality / Client Priority
 - Access to source code
 - Application complexity
 - Extent of integration with other applications
 - Team size required
 - Type of support (One-time/Recurring)
 - Quality of vendor support

SETTING UP AN OFF-SHORE FACTORY

KICK OFF

START OFFSHORE FACTORY

FEEDBACK

ESTABLISH FEED BACK SYSTEM FOR CONTINUOUS
IMPROVEMENT

PROCESSES

WORK FLOW
QA , PROJECT MANAGEMENT
SECURITY

INFRASTRUCTURE

HARDWARE
SOFTWARE
SATELITE LINK
AMBIENCE/ENVIRONMENT

READINESS

FOCUS
CONFIDENCE LEVEL
IDENTIFY LEAD
AREAS IDENTIFICATION



PROPOSED FACTORY WORKING MODEL

US Client

ECS India

CLIENT PM

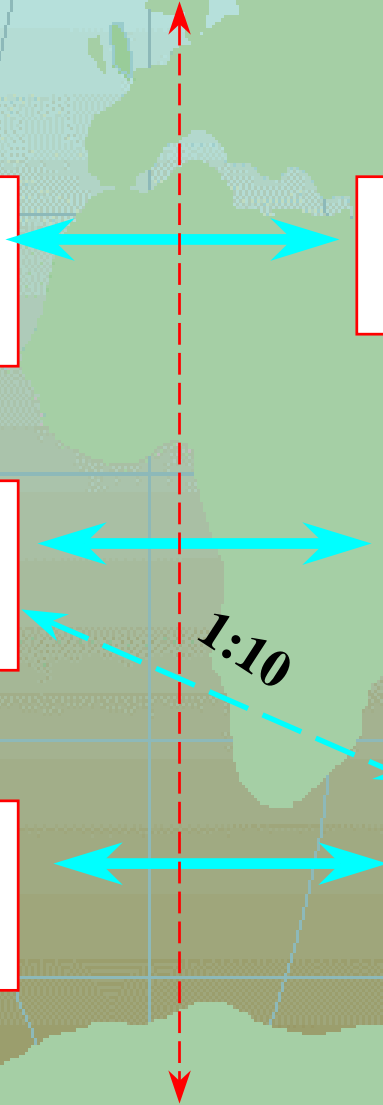
ECS PM

ECS ONSITE COORDINATOR

ECS TEAM LEADER

CLIENT'S TEAM

ECS PROJECT TEAM



1:10



PROJECT TRACKING SYSTEM FOR OFFSHORE PROJECT MGT

- ★ **WEEKLY Team REVIEW MEETING**
- ★ **WEEKLY STATUS REPORT TO CLIENT**
- ★ **WEEKLY CONFERENCE CALL WITH CLIENT**
- ★ **QUARTERLY MANAGEMENT COUNCIL MEETING**
- ★ **ONLINE WORK STATUS**
- ★ **ISSUE ESCALATION**

QUALITY METRICS A FOUNDATION OF SUCCESS

★ **PRODUCTIVITY**

- TURNAROUND TIME
- % UTILIZATION OF STAFF
- ESTIMATED VS ACTUAL HOURS

★ **QUALITY**

- HOURS SPENT ON REWORK
- NUMBER OF REWORK

★ **CREATIVITY**

- NUMBER OF RECOMMENDATIONS

★ **STABILITY**

- AVERAGE RETENTION PERIOD

★ **FORMATS USED**

- TIME SHEETS
- WORK CONTROL SHEET



METRICS CONTINUED

★ **PRODUCTIVITY**

- **Estimated Hours**
- **Actual hours - Current week**
- **Actual hours - Cumulative**
- **% UTILIZATION OF STAFF**

★ **QUALITY**

- **Number of walk throughs**
- **Number of defects found**
- **Hours spent on rework**
- **Non-project related meetings**
- **Non-project related tasks**
- **Project related meetings**
- **Project related tasks**

LEARNING FROM PROJECTS

- ★ **Phase Completion Form**
- ★ **Appraisal of team members**
- ★ **Distribute incentives to team members**
- ★ **Summarize experience gained / lessons learnt**
- ★ **Close all the project files**
- ★ **Obtain Client feedback**
- ★ **Letter of thanks to client**
- ★ **Hand-over files / documents to Project Office**

Cost Estimates for OSF Set-up

★ Dedicated Leased Line

- Initial set-up and equipment cost - USD 30k
- Half Circuit cost - USD 30k per annum (in India) to Local Service Provider (VSNL)
- Same amount at Client Side will be applicable

★ Manpower & Infrastructure Cost

- Project Managers : USD 500/day
- Project Leaders : USD 400/day
- Programmer/Analyst : USD 300/day
- Above manpower cost includes infrastructure cost, one desktop machine with WIN98 and Office 2000
- Any specific H/W and S/W required to execute the project will be provided by the client

PROPOSED LINK

64/128 Kbps LINK

