

# **Onsite Offsite & Offshore**

*A Draft Proposal*

Presented By

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## **Executive Summary**

Offsite Development Centers are a virtual extension of the partner's development groups and are equipped with 'ready to serve' resources. The Offsite Development Center (ODC) comprises of a Quoquam facility and staff dedicated for use for a partner's project requirements. The Center consists of a team of trained domain specialists and programmers operating out of Quoquam facilities in India, interacting closely with the partner's project groups. The ODC team can link up (if required) to partner's offices and machines via dedicated links and thereby works in the same environment as the partner's team.

### **Typical characteristics of an ODC include:**

- An Offsite team and a small Onsite team
- Offsite and onsite team connected through high speed communication links
- Dedicated facility at Quoquam's premises for ODC
- Predetermined staffing plan for the ODC on mutual agreement and based on projects
- Multiple projects executed under an ODC

### **The key processes for setting up an ODC are:**

- Team buildup
- Onsite Knowledge Acquisition Phase
- Offsite Simulation Phase
- Offsite Training Phase
- Offsite Maintenance Phase

### **Key elements for successful setup and operation of the ODC are :**

- Physical location
- Office infrastructure
- Hardware and software infrastructure
- Communication Links
- Security and Confidentiality

### **The advantages of the ODC are:**

- Cost advantage due to lower cost of Indian operations
- Ramp up/down in a planned manner
- Retention of knowledge base, learning curve
- Efficient sharing of resources
- Easy availability of trained manpower.

## ODC Setup Process

This section identifies and describes all activities that need to be carried out to facilitate fast initiation of an Offsite Development Center.

### I. Key Personnel Identification

Quoquam will be responsible for the ODC management. As the first step, quoquam will identify the ODC manager who will be responsible for all technical and managerial activities of the ODC including people management. The partner on its part will identify an Outsourcing Program Manager (Program Manager) as a single point of contact for the business relationship. The ODC manager will interact with the Program manager to arrive at the resource and project needs. The Quoquam ODC Manager and the Partner Program Manager will be key individuals for the success of ODC. During the initial phase, Quoquam will identify personnel with requisite skills to form the core ODC team.

### 2. Knowledge Acquisition Phase

A group of key Quoquam Consultants will be posted at the partner' offices for a necessary period. These consultants will be responsible for gathering knowledge on the application and will document the same.

The knowledge acquisition (KA) is done using the following methods:

- Study the existing system architecture details
- Study the methodology and tools specific to the partner
- Study the existing documentation

The activities in each step of KAP are described below. A list of possible deliverables is also included.

Steps	Activities	Deliverable
Step 1	Study The System architecture	Document the system Characteristics And the functional Details
	Understand the work Environment Tools and Utilities	Document the Environment
	Understand Quality Process	Document the methods and processes Employed including any customization
Step 2	Identify a project that can be taken up as the first project	Draft a Statement of work ( SOW) for The project
	Produce Plan for transition	A final document outlining plans
Step 3	Initiate project	

### **3. Offsite execution of the identified project**

The identified Quoquam ODC team will execute the identified project based on the approved SOW. Quoquam will develop the SRD (Software Requirements Document) and discuss the same with the partner. The execution of the project will usually follow the Quoquam process life cycle. At the end of the schedule time Quoquam will deliver the executable with well documented source code and documentation including test plan.

### **4. Regular Offsite Phase**

This is the start of multiple project activities with the partner. The identified Quoquam ODC manager will have multiple project managers (PM) who will handle the different projects the methodology for this phase would be as per Quoquam QSM -Software Development Process or alternately a process defined by the partner.

Once the team starts working from India, the team needs update of knowledge and training for existing staff and new inducts. This is handled by Quoquam team and the senior business analysts / managers from the Partner visiting the ODC on a regular basis.

### **5. Office Infrastructure**

The ODC interior will be designed to provide each employee with a Workstation/PC, a telephone extension, adequate storage space. The other facilities will include, conference rooms, computer room, communications control room and a library.

#### **5.1 Hardware and Software**

Every engineer in Quoquam is equipped with a desktop workstation and software like MS-Office, MS-Windows etc. Any special hardware / software required in the operation of the ODC will have to be arranged for or paid for by the Partner. Such assets are imported duty free through Software Technology Park and Indian Customs. Regulations of the above two statutory authorities require Quoquam to maintain partner-material registers. Entries will be made in these registers while materials are brought in.

Once the ODC office infrastructure is set up, the Partner's hardware and software environment will be installed. Quoquam will take complete responsibility for the installation and management of the hardware and software resources.

#### **5.2 Communication Link**

To ensure maximum benefits from the Offsite development center, Quoquam suggests setting of high-speed links to the Partner's location. The bandwidth of the link could be decided based on the volume of the work. The bandwidth could be increased in an incremental fashion. Alternately for lower network traffic requirements, the connectivity can be through internet or ISDN Dial-up.

### 5.3 Security and Confidentiality

Quoquam covers the security aspect of the Partner's ODC under the following heads:

- Security of the Facilities
- Network Security
- Protection of Intellectual Property

#### 5.3.1 Facilities Security

Access to the ODC can be limited to personnel associated with the ODC as is done for many of our partners. All Quoquam facilities are provided with security guards and electronic entry control systems, to restrict access to personnel with authorized identification badges.

#### 5.3.2 Network Security

The network security can be achieved either through isolating the LAN segment or by implementing firewalls. The exact method is chosen in consultation with the Partner. In addition, Quoquam and the Partner need to arrive at the Network Access and Protection of Intellectual Property.

Quoquam has a well-articulated position on Intellectual Property Protection. All personnel working in Quoquam are expected to adhere to the Intellectual Property Protection Guidelines. In addition to the above, wherever required, Quoquam personnel working in an ODC will adhere to the security guidelines, if provided by the Partner. Information confidentiality is maintained by signing a Non-Disclosure agreement.

### 6. Existing ODC s of US corporations in India

The following table gives you a brief overview of a few of the popular US based companies that have successful ongoing ODC's in India.

US Company	Approx Number of Resources / Engineers	Nature of Work
CISCO	300	Feature development, enhancement on CISCO products
LUCENT	350	Call processing, mobile communications
Nortel	300	Optical Networks
	520	Carrier Networks
Alcatel	200	Telecom Network management, Call Processing
NCR	100	64 bit platforms, porting of parallel RDBMS product, Storage devices and drivers.
Ericsson	90	Software Development
Nokia	170	Software Development
IBM NUMA-Q	100	Feature Development & Sustenance work

## 7. The Summary of ODC Setup Process

The following is a summary of the list of activities to make an ODC operational:

Review of the proposal & discussions on Quoquam ODC set up

- Signing of the agreement for ODC set up
- Identification of the Partner Program Manager
- Identification of the Quoquam ODC Manager
- Initiation of the Hardware *I* software transfer from the Partner, if necessary
- Identification and selection of Quoquam team & formation of the Quoquam core team
- Visit of core team to the Partner Site
- Training / Know-how transfer and process definition at Partner Site
- Identification of location for the ODC
- Changes to office structure to suit the Partner's needs
- Return of Quoquam core team to the ODC location
- Draw up the Project Plan
- Setup of the Hardware and Software
- Setup of Communication Links
- Training of the Quoquam ODC Offsite team members
- Formation of full Quoquam team
- Commence full operation of the Quoquam ODC

