



Insider Strategy on Outsourcing - Build the Winning Team

Your Results.
Our Commitment.



1. Who are the stakeholders of the project or program to be outsourced?

Stakeholders are all who participate in or have influence on the outsourcing venture. For instance, stakeholders of a quality assurance outsourcing project could include QA team members, development team, support team, requirement analysis team, documentation team, the vendor, and maybe the customers. Identifying all stakeholders you want or don't want to directly influence the outsourcing venture early will help you tailor better plans.

2. Who are the leaders of your project or programs? Are they true believers of offshore outsourcing practices? Are they experienced or adequately trained to

If you are a true believer of offshore outsourcing from your own experience or after careful cost benefit analysis, you must selectively choose your leadership team to make sure they are also true believers of the initiative. If the leadership team does not have experience managing offshore outsourcing venture, make sure they get practical training from similar industries and practices. Reimburse and reward employees who take Project Management Professional (PMP,) Capability Maturity Model Integration (CMMI,) Certified Outsourcing Administration (COA) or equivalent certificates.

3. Is the in-house team too busy to transfer the knowledge or work closely with the offshore team?

Some companies do not utilize the offshore resources wisely simply because they don't have enough time or resource to train and mentor the offshore team. By resizing the in-house team too soon, there is not enough subject matter experts to sustain the current business or help the offshore staff to capture the business domain and knowledge. Don't make the mistake by rushing to resize your team. It may cost you more in the long run. Have enough resources and processes in place to ensure the transition occurs and the outcome is acceptable.

4. How do we start when many of our systems are not well documented and only known by subject matter experts?

This is a common question from small and large in-house software shops. Many legacy systems simply do not have up-to-date documents. The solution is also very much common sense. Keep the experts. Ensure that their job is secured because the company does need to keep subject matter experts to manage core functions and lead the company business focus. Rely on enforced processes to gradually train the offshore staff. And do not under-estimate the just-in-time-learning ability of the offshore team.

www.3Nexus.com

3Nexus



5. How do we address the job security concerns from employees?

Invest in your in-house staff members who will help the company manage the venture and operate the core functions of the business. Create opportunities for remained staff with better and newly marketable skills.

Outsource non-core functions. Take small steps at a time. Outsource a legacy system maintenance or even a new development when a new opportunity or initiative comes. The current team will still be occupied with work while taking on the new responsibility of training the offshore team. This will create leadership opportunities for many motivated team members. Invest in your in-house staff members who will help the company manage the venture and operate the core functions of the business. Create opportunities for remained staff with better and newly marketable skills.

6. How do we build relationship between client and vendor's team members?

Allocate travel expense for the team to work at one another's location for a period during the year. Create offsite activities for employees working in (or for) the same department around the world to come together once a year for team building activities. Though H1 visa is hard to obtain due to the limited quota, offshore professionals can apply for B1 visa and arrive to North America in as few as 2 weeks. With B1 visa, they can stay within North America for 3-12 months, learn about your business operation, and tackle any important matters that require face-to-face interaction. And last but not least, make sure that the process is clearly written and enforced for people to be responsible and accountable for their performance. The relationship between vendor and client must be well managed by measurable objectives, clear expectation, and structured and controlled processes.



3Nexus Headquarters

- Address 3Nexus LLC
6701 Democracy Blvd, Suite 300
Bethesda, MD 20817
- Phone 1 877 236 3987 (1 877 23nexus)
- Fax 1 866 436 3987 (1 866 43nexus)
- Email info@3nexus.com
- Website <http://www.3nexus.com>