



Global Delivery



IT Outsourcing: Selecting the Right Global Delivery Model

Companies today are experiencing tremendous pressure to reduce information technology costs. Incorporating offshore delivery components as part of an overall information technology outsourcing (ITO) strategy continues to be a common method for relieving these pressures. If executed properly, offshore utilization can offer significant return on investment.

For many organizations, the matter is when – not so much if - a global delivery model will be incorporated into their ITO strategy. According to a recent survey by Gartner* in Europe, the survey showed that organisations are increasingly relying on outsourcing to achieve cost optimisation. More than 70 per cent of respondents rated budget and cost containment as their top concern in 2009, up 17.5 per cent from 2008. The focus on cost reduction is driving a high usage of outsourcing and global delivery in Europe in 2009 and 2010.

Although many companies have realized significant cost savings, there are lessons to be learned from this maturing market. Choosing the wrong delivery model for your business can have a significant impact upon realizing the potential benefits.

** Source: "Gartner Survey Shows Outsourcing Activity in Europe Is Growing During Economic Downturn", Egham, UK, May 6, 2009*



A World-Class Delivery Organization

Ikas Technologies is a world-class Global delivery services organization that has a proven track record in our traditional delivery capabilities through our demonstration and delivery of quality IT services. Our offerings encompass application development, application maintenance, quality assurance, testing, technical support services, Global product lifecycle management, Cloud Computing & Software as a Service (SaaS)

The utilization of offshore resources continues to play an increased role in the ITO strategies for many of our clients. In response to this trend, we have created a flexible global delivery engagement model that is deeply-rooted in our traditional offshore delivery capabilities. This engagement model allows **Ikas** to more closely align our services and solutions with our client's business objectives and overall IT outsourcing strategy.

The philosophy of Global Delivery is to break work into logical strategic and non strategic components and distribute them globally, so that they create maximum value proposition that includes but not limited to realising the following benefits,

- ❖ Optimizing the costs on the non-core business
- ❖ Lowering the TCO and with a faster ROI
- ❖ Improved path to profitability!
- ❖ Improved business and operational sustenance
- ❖ Faster time to market
- ❖ Scalability at a lower cost structure
- ❖ Augmenting competitive positioning
- ❖ Augmenting Strategic & Financial value
- ❖ Reduced business and operational risks



Optimal Global Delivery Model

Many traditional offshore service providers have a tendency to focus primarily on potential cost savings. **Ikas** understands and emphasizes that right quality, process, talent, reduced risks, and other factors are equally important. We have evolved the traditional IT outsourcing delivery model into a flexible global delivery capability that provides significant cost savings, yet places equal emphasis on these other important factors.

Components the Ikas Global Delivery Model

Organizations looking to incorporate a global delivery capability into their ITO strategy should give careful consideration to the following points:

Proven Delivery Models & Methodologies – **Ikas** has significant experience delivering world class solutions and services using a proven delivery model and delivery methodologies, such as our “**Ikas 5th Dimension Delivery Framework**”. At the same time, our delivery model and methodologies are flexible enough to suit the requirement of any unique engagement.

Predictable execution depends on access to the right skills and competencies. We work closely on technology enablement programs with our partners to ensure that customers gain access to the best talent as well as minimize risks.

Quality Controls– Our global delivery model was built from the ground up with quality in mind. Our quality processes are derived from the proven ISO 9001 and CMM standards, our delivery approach ensures a high-degree of compliance in quality. **Ikas** is working towards achieving CMM compliance.

Distributed Resource Management Models – We have incorporated a flexible, distributed sourcing model that allows our customers the option of project-based or staffing-based delivery using a blend of offsite and offshore resources or using a larger Global operating centre (GOC) model.

Business & Industry Domain Expertise – **Ikas** resources have a heritage of business credentials in the Telecom, Pharmaceutical, financial services and other industries. Our business-driven solutions ensure the appropriate application of technology within a given industry or line of business.

An Experienced Management Team – Every member of our executive management team has International experience working with multi cultural teams and in global delivery best practices.



Many of our global delivery resources, including the executive management team, have lived and worked within the contiguous European countries and most have received formal education from premier universities.

Communication & Collaboration – We value strong communication skills – both verbal and written – in our professional global resources. New resources are provided with soft skill training to ensure a consistent level of communication and collaboration as a continuous improvement goal. We have also established a number of collaborative technology tools to support these global delivery requirements.

Reliable Infrastructure – Our global delivery facilities have been built on a reliable infrastructure. **Ikas** India has its own infrastructure facility that is unmatched in quality by many. A fully redundant communications link assures you that communications will always be established. We rely heavily on our high speed point to point dedicated 2Mbps connection which is scalable. This is backed up by a fractional T1 cable broadband connection and a high speed radio link connected to our own data centre. All of which is supported by a fully air conditioned facility which is owned and operated by **Ikas** India. We also provide uninterrupted power through UPS and Diesel Power generators. Currently, **Ikas'** GOC in India resides in a 750 acre Information Technology Park in Chennai, India occupying over 15,000 square feet of office and having enough land to expand on future demand.

Security Measures - We have established a number of proactive security measures to protect the intellectual rights of our customers. In addition, we have deployed a real-time project management tool that serves as the security central repository for all project information. Our security-related processes, procedures, and technology tools can be tailored to suit the unique needs of each engagement.

About Ikas Technologies

Ikas Technologies is an IT services company focused in serving the clients in the Nordic region, offering Offshore Software development, Maintenance, IT Infrastructure management and Support services to Mid market enterprises, Independent Software vendors (ISVs) and Consulting firms across multiple vertical industry domains through the Global delivery model. **Ikas** Technologies can also help companies in the Nordics set up and operate their business in India providing the complete technical and operational support in their India business initiatives.

We are head quartered in Chennai the fourth largest metro in India which is a strategic place for IT outsourcing with its Stable infrastructure, friendly government policies, numerous educational institutions and access to large pool of qualified talent and English speaking workforce.



Ikas has its fully owned state of the art Software development center (15,000 Sq.ft & Scalable up to 100,000 Sq.ft) with excellent facilities combined with expert people and processes. **Ikas** engagement model uses transparent execution, best practices and a partner centric, collaborative approach to help deliver predictable Global delivery IT services.

Ikas provides predictable outsourced IT services in the following areas

- ❖ Global Product Engineering services
- ❖ Application development , Maintenance & Support
- ❖ Testing & Quality Assurance
- ❖ Remote Infrastructure Management
- ❖ Managed Services for Cloud Computing and SaaS

Ikas Technologies was founded by an executive team with over fifty years of collective experience in enabling and implementing global Information technology services. Our team has the track record of successfully building, managing and running niche IT services firms catering to the middle-market and a SEI/CMM Level 5 assessed, IT Services organization catering to large enterprises globally.

Our mission is to bring this proven expertise, service levels and quality standards, only found in mature, larger global services players, to today's mid-market enterprises and independent software and services vendors. We blend highly qualified professionals and best in class knowledge resources to deliver a world-class, knowledge-centric services experience to our clients.



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