



Cordiant BOT – The Business Case

The India Offshore option has been increasingly becoming a 'must-do' for Small and Medium Businesses (SMBs) worldwide. However, building an India center and getting it right remains a huge challenge. Setting up the infrastructure, building a team, complying with local regulations, retaining knowledge and control are some of the many challenges faced by such endeavors. Cordiant Build-Operate-Transfer (BOT) approach enables companies to rapidly start their India Offshore operations, make them sustainable and then transfer them as their own subsidiary.

Cordiant BOT Offer Highlights

- Creates Higher Enterprise Value than third-party outsourcing
- Cherry-picked A-Team purpose-built from the ground up
- Low risk entry into India and Asian markets
- No upfront investment
- No transfer fees other than for physical assets
- Post-transfer Management Services
- Ready-to-use International Class Facility
- Wider access to scarce skills
- Intellectual property protection
- Speed to market
- Compelling cost advantage
- Hi-Tech Hardware, Software, and Communication infrastructure
- Proven Management Team
- Information and Network Security
- Highly motivated development and delivery team
- Scalability
- Legal and secretarial support
- Seamless team transfer
- Cordiant's prior successes with BOT

CORDIANT BOT MODEL

Build: Cordiant sets up the facility and infrastructure, staffs the development center, and establishes knowledge transfer and operating guidelines.

Operate: Cordiant manages the offshore organization for the customer. This includes program management, development, quality assurance, maintenance, enhancements and ongoing application support.

Transfer: Cordiant provides help and support to register a new India subsidiary for the customer, transfer team, and handover operations to the subsidiary.

CRITICAL SUCCESS FACTORS

- Customer Top Management Commitment
- Customer to nominate a member of the Senior Management to coordinate with Cordiant
- Customer to view the offshore team as a true extension of their own team
- Small start followed up by incremental ramp ups
- Early knowledge acquisition by the offshore team
- Definition and roll out of an organizational matrix having Customer personnel (onsite) and Cordiant (offshore) personnel
- Frequent communication, well-defined reporting and escalation processes
- Fail-proof version control processes
- Deployment and effective use of smart collaboration software by the onsite and offshore teams
- Water-tight transfer agreements

BUILD PHASE

Time Frame: The Offshore Development set up will require around 4-6 weeks of lead time to become functional.

Facility, Location: Cordiant will provide an international class facility to house the team dedicated for the customer. Currently, we offer office space at International Tech Park, Chennai, Southern India. Additionally, we can provide the facilities in Bangalore, Hyderabad, and Cochin.

Hardware and Software Licenses: Standard Development Environment will consist of Desktops, Servers, Printers, Network Infrastructure, OS, and MS-Office. Any other software licenses and hardware add-ons are chargeable separately to the customer.

Connectivity: High Speed Point-to-Point connectivity between Cordiant and Customer HQ will be deployed and rolled out.

Information Security: Cordiant will extend its Information Security Management System to the facility.

Background Checks: Background checks will be conducted on all hires by an internationally recognized agency.

NDA: All hires will sign a Confidentiality and Invention Assignment agreement with Cordiant, on being employed by Cordiant. Additionally, they will sign a 1:1 Confidentiality and Non-Disclosure Agreement with the customer before they join the team.

Time Zones: India is 5:30 hours ahead of the GMT, 10:30 hours ahead of the EST and 13.30 hours ahead of PST.

Knowledge Acquisition, Training, Initial Customer Visits to Cordiant: Business and technical training on the Customer's products and solutions is the first step in the process. Business Analysts and Technical Specialists from the Customer visit Cordiant to train the core team on the product/solution fundamentals. Vision, Business Case, UI, Technical Architecture, IDE, and Coding guidelines are some of the key elements covered during these sessions.

Collaboration and Time Reporting Software: Collaboration software and time reporting software are deployed and rolled out.

Version Control: Version control processes are defined, clearly communicated and put in place.

Voice Conferencing: Voice conferencing and statusreporting with the team at Customer HQ everyday is recommended at this stage.

Reporting Structures: Organization and reporting structures are established.

Small Start: Development and testing, typically smaller maintenance tasks are started at the end of this phase.

OPERATE PHASE

This phase is initiated by sending small tasks, typically regular support, maintenance and testing jobs to the offshore team in India. Starting small makes it easier to implement the processes. The engagement can be ramped up quickly as per agreed time frames and/or business demands.

The customer starts getting the benefit of a 24-hour development cycle.

Typically, the offshore team may handle the following:

- Deployment (customization & integration)
- R&D (enhancements, new development, new releases, re-engineering, and platform migration)
- QA and testing (manual, automated to support the above)

TRANSFER OF THE TEAM

The transfer of the team to the Customer will be on completion of the time horizon, as per the terms and conditions agreed between Cordiant and the Customer.

- An Indian subsidiary company will be set up for the Customer
- All infrastructure agreed to have been transferred to the Customer at this Phase, will be systematically transferred to the Indian subsidiary
- The team will be restructured to include suitable candidates with Cordiant and Customer subsidiary as per the original agreement
- Replacement resources will be hired as per the transition plan
- Support Staff for Finance, Legal, Secretarial, and Administration will be transferred to or hired for the subsidiary
- All Intellectual Property Assets that should belong to the customer will be transferred to the subsidiary
- The subsidiary will now run as an independent entity from an operational perspective

The BOT engagement between Cordiant and the Customer will be formally terminated upon sign off, as per the terms of the original agreement.

Cordiant BOT approach enables our customers to rapidly start offshore operations in India, make them sustainable and transfer them as their own subsidiary.

CORDIANT'S PRIOR SUCCESS WITH BOT

"Neptune establishes own Asia presence London UK, 09 March, 2010 – Neptune Software plc today announces the establishment of Neptune Financial Software Pvt. Ltd. in Chennai, India. The new wholly owned subsidiary is the focal point of Neptune's strategy to expand its own Rubikon development capacity, provide an international support centre, as well as sales and pre-sales capacity for the Asia region.

The new operation will include a strong team of 60 developers, many of whom were transferred over to Neptune from Cordiant Technologies as part of the conclusion of the BOT (build, operate, transfer) agreement that had previously been in place.

About Rubikon

Launched in 2008, Rubikon made its maiden entry into Gartner Magic Quadrant, 2009 for Retail Banking Solutions. It is a 100% Java Solution, based on J2EE technology and built on a Service-Oriented Architecture (SOA). The software supports both grid and cloud computing on the Oracle 10g platform.

Contact Information

Cordiant Technologies, Inc.
SAN JOSE, CA
2880 Zanker Road, Suite 203
San Jose, CA 95134
Phone: +1 408 432 7281

CHICAGO, IL
10, North Martingale Road
Suite 400 PMB 203, Schaumburg IL 60173
Phone: +1 847 466 1004
email: moreinfo@cordiant.com

Cordiant Technologies (P) Limited
India, Chennai
Unit 3, Level 1, Pinnacle,
Ascendas International Tech Park,
Taramani CSIR Rd,
Chennai 600113, India
Phone: +91 (44) 4266-6015

India, Cochin (Kochi)
Indira Nagar
Cochin
India 682020
Phone: +91 (484) 231-3654