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Business Driven Technology Solutions

Infosun Technologies (P) Ltd.

Agenda



- Introduction
- Areas Of Expertise
- ITL technology Expertise
- Offshore Development
 - ITL for Outsourcing –Quick Facts
 - How ITL Customers have benefited
 - Engagement Strategy
 - ITL Infrastructure
- ITL Solution Approach
 - Key Considerations
 - Project Approach
 - Maintenance Maturity Model
 - Customers should think partnership not transaction....
- Quality & Value Proposition

Introduction

- US Incorporated Company, Americas, Europe and Asia
- Consulting and IT Services to Insurance industry clients
- Established Development and QA Process
- Robust Infrastructure, Large Qualified Consultant base
- Multi-skilled software company offering
 - Application outsourcing
 - Application maintenance
 - Solutions development
 - Business Process Outsourcing

Areas Of Expertise

- Application Development
 - Significant reduction in cost and development cycle
 - ROI on Technology
- Maintenance
 - Highly customized solutions for specific applications
- Re-engineering
 - Improper / No Documentation
 - Deliver JIT and at low cost
- Enterprise Application Integration
- Cloud Migration
- Data Analytics and Business Intelligence
- ERP & CRM Support
- Mobile
- Regulatory Compliance
- Business Process Outsourcing

ITL Technology Expertise



Operating Systems	Windows 2000/NT/98/95, OS/400, OS/2, UNIX flavors such as Linux, Solaris, AIX, Clix
Databases	Oracle, Microsoft SQL Server, DB2, Sybase, Informix, MySQL, SQLBase, Ingress, Microsoft Access
Languages	VB.NET, ASP.NET, C#, Visual Basic, Java, C, C++, VC++, PL/SQL, RPG, COBOL, JavaScript, HTML, PERL, CGI, VB Script
Application Servers / Middleware	Microsoft .NET, Microsoft Transaction Server (MTS), Microsoft COM/DCOM, MSMQ, Microsoft Commerce Server, Oracle Application Server, IBM Websphere, BEA WebLogic and Lotus Domino
Web Servers	Microsoft Internet Information Server, Apache, Netscape Enterprise Server and Java Web Server
Development Tools	Visual Studio.NET, Microsoft Visual Studio, Borland Delphi, Visual Café, Oracle JDeveloper, Oracle Developer/2000, Visual Age for Java, Power Builder, Centura Team Developer, Crystal Reports
Technologies	CyberCash, SSL, LDAP, XML, XSL, SOAP, UML, RMI, EJB, JDBC, JMS, JSP, Servlets, Data Warehousing and Data Mining
ERP/CRM	Oracle Financials, Clarify
Modeling Tools	Rational Rose, Designer/2000, Erwin, Microsoft Visio

Offshore Development



ITL for Outsourcing –Quick Facts

- Capacity/Scalability
- Domain Expertise
- Proven and improved Offshore Methodology
- Ongoing relationships with customers
- Confidence built on resource capability
- Quality driven pushing towards CMMi level 5 certification
- Introducing Information Security Controls during 2006.
- Strategic Partnerships Oracle, IBM, Microsoft, Cognos

How ITL Customers have benefited

- Reduced Operating Cost – 30 to 40%
- Predictable Expenditure
- Predictable Level Of Service
- 24/7 Support (time zone difference)
- Reduce technology overheads (Upgrades/Patches)
- Improved efficiency & productivity
- Scalable resources available on demand
- Customer focuses on core business (Product features)
- Offshore-Onsite Model –Near shore Model (Canada)

Engagement Strategy

- Identify projects to be outsourced
- Plan & execute onsite training/knowledge sharing for key people
- Share infrastructure across projects (between locations)
- Onsite managers directly interact with the offshore team
- Status reporting on a weekly basis
- Use phone/email extensively for communication
- Define clearly escalation procedures

ITL Infrastructure

- Dedicated facility with 25,000 sq. ft capacity ODC in India
- Modular and Scalable Facility
- Connectivity – Multiple dedicated high speed private leased lines and VPN

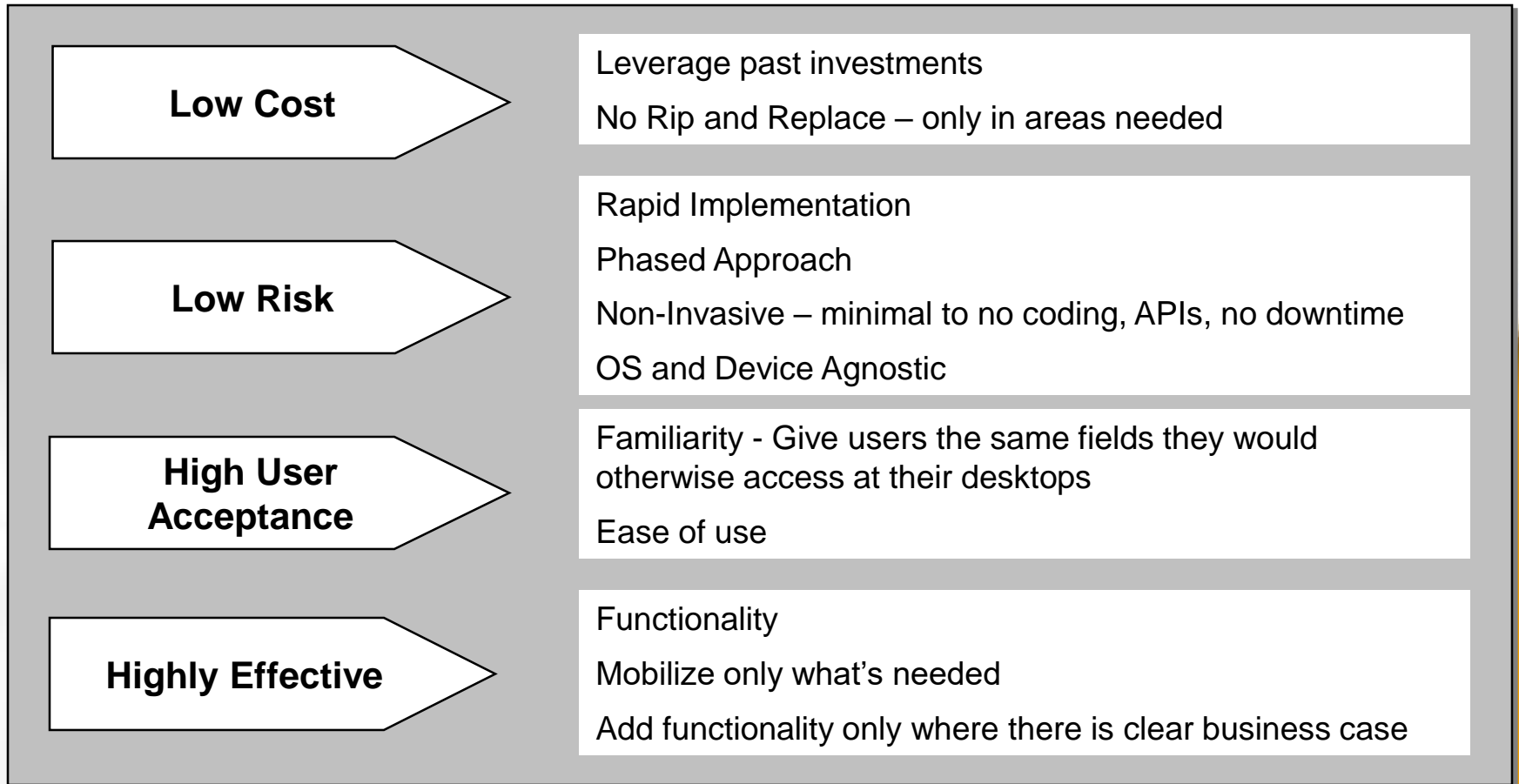


ITL Solution Approach

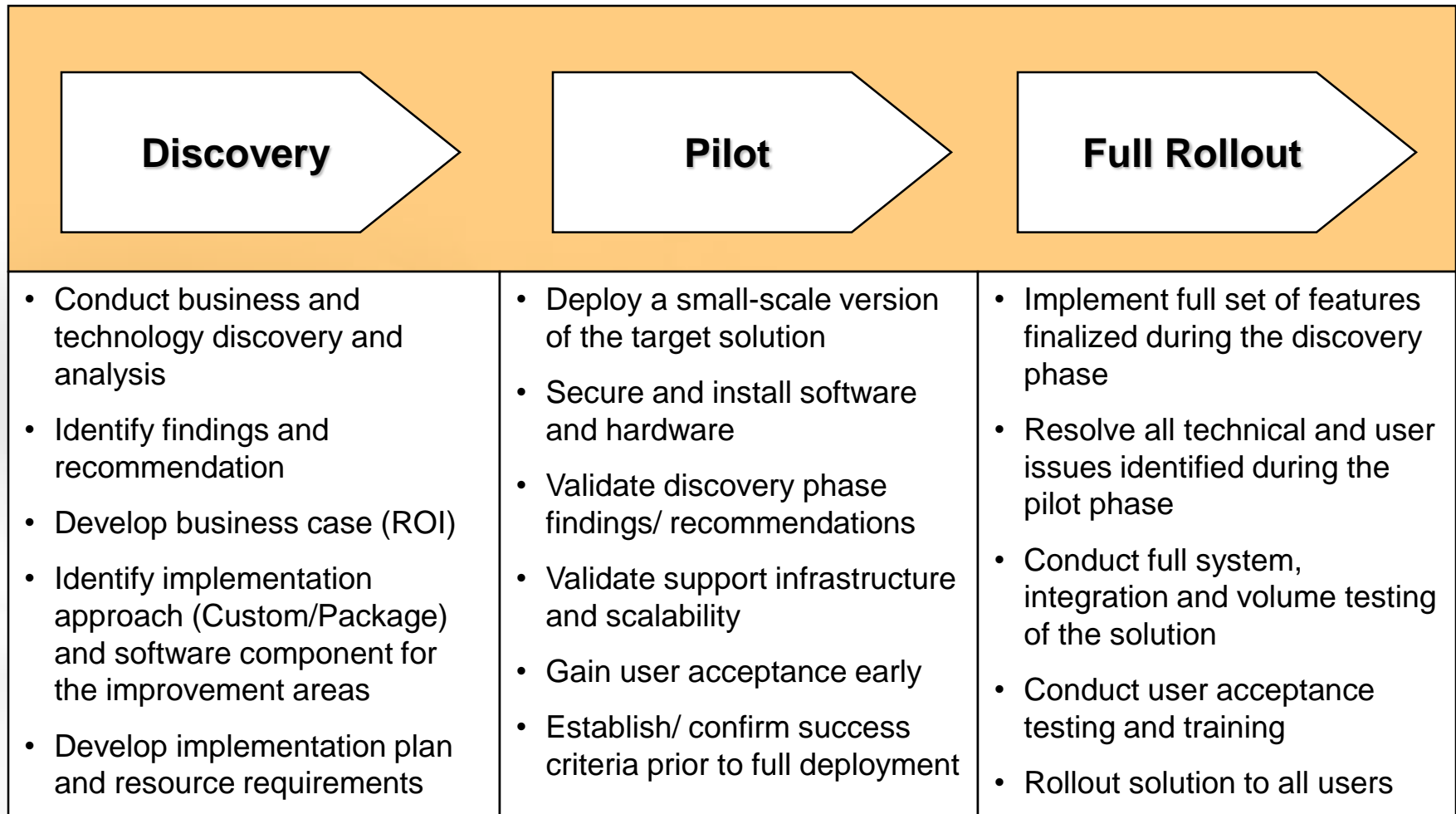


Key Considerations

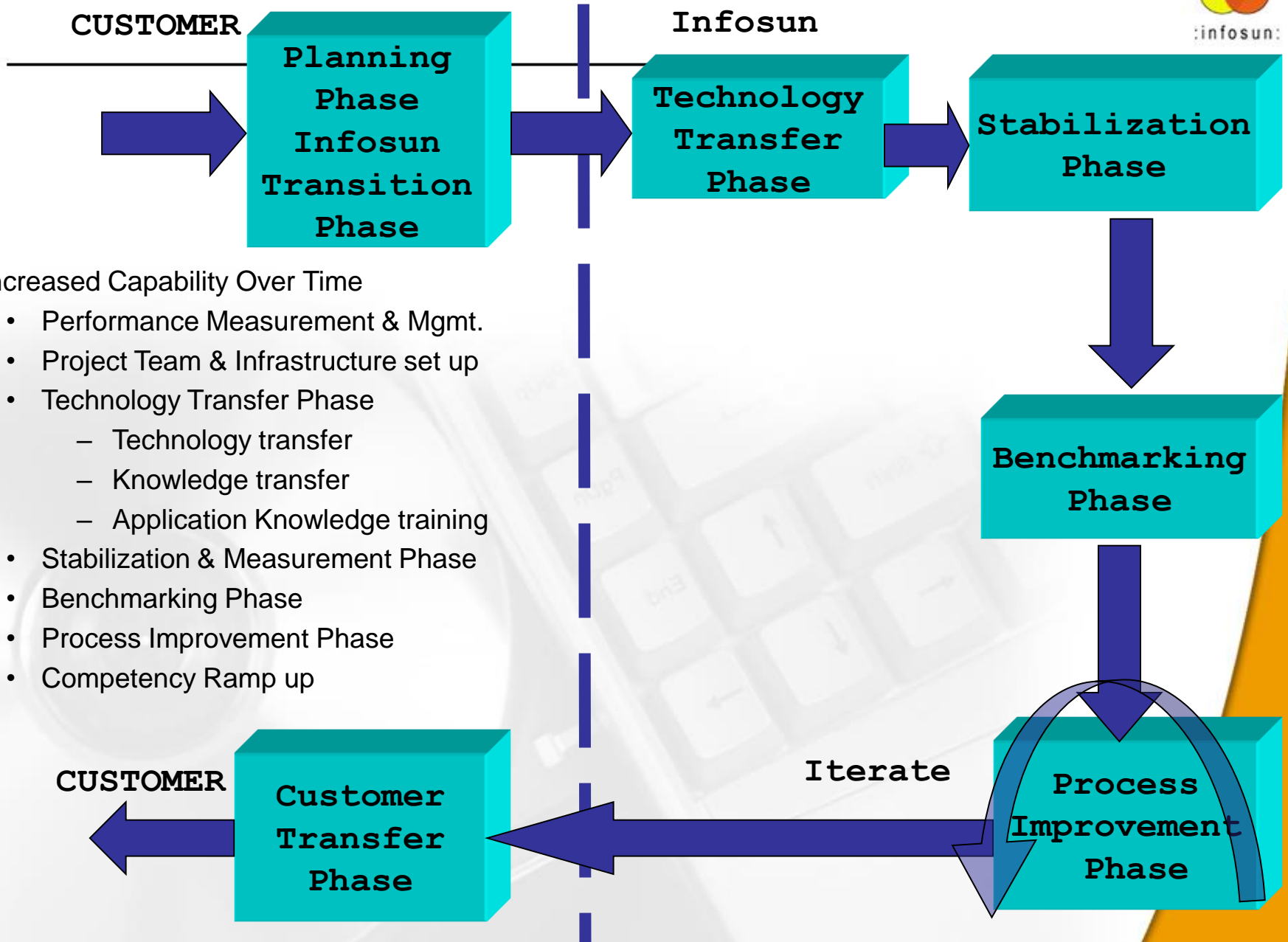
A Solutions based approach as opposed to Product based approach



Project Approach

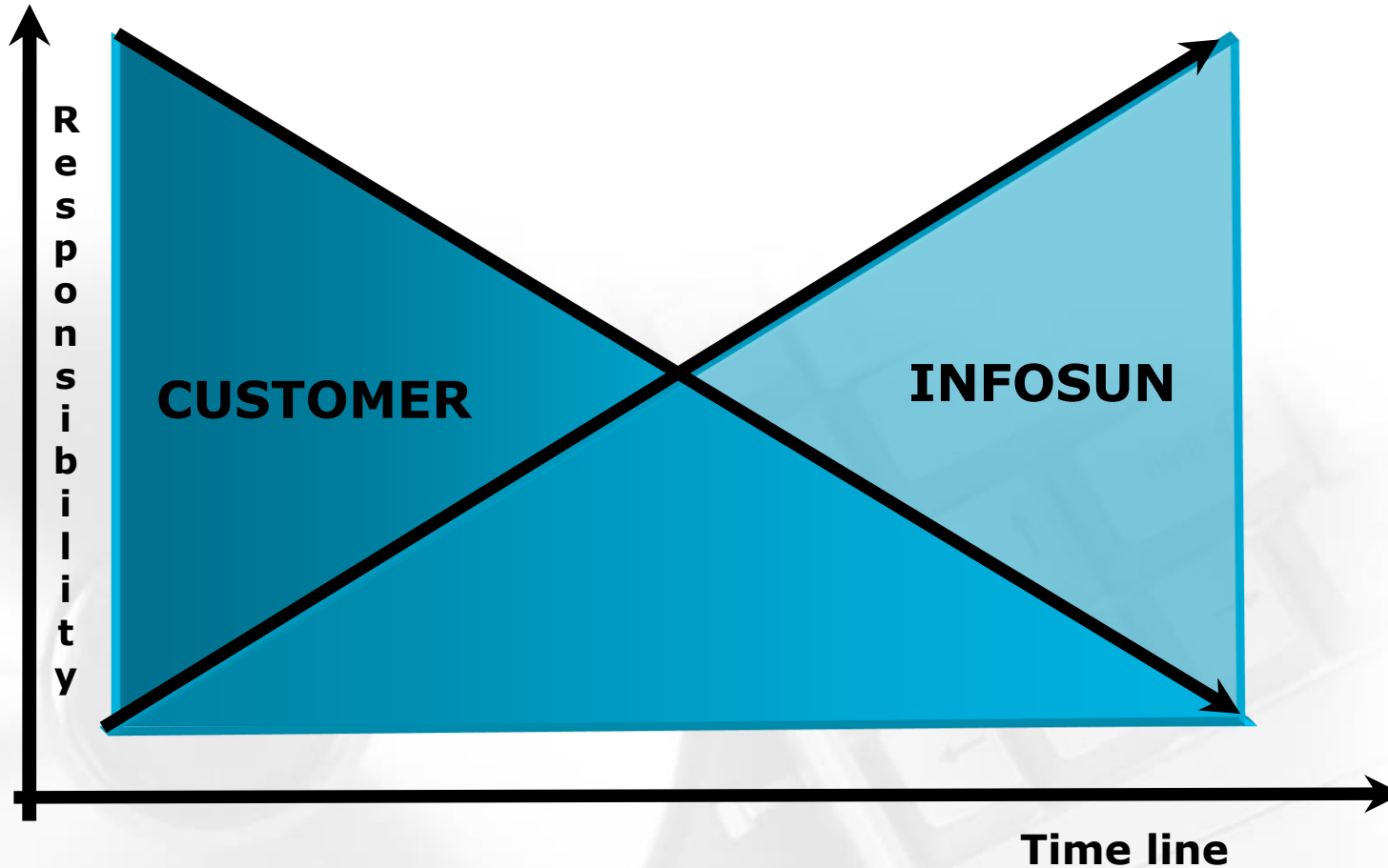


Maintenance Maturity Model



- Increased Capability Over Time
 - Performance Measurement & Mgmt.
 - Project Team & Infrastructure set up
 - Technology Transfer Phase
 - Technology transfer
 - Knowledge transfer
 - Application Knowledge training
 - Stabilization & Measurement Phase
 - Benchmarking Phase
 - Process Improvement Phase
 - Competency Ramp up

Maintenance Projects Responsibility Transition



- From limited responsibility to maximal responsibility

Customers should think partnership not transaction....



•“Transaction” approach

- No long term commitment
- RFP issued for every project
- Vendors not expected to invest
- Vendors follow customer orders with limited value add
- Vendors not involved in technology strategy and planning
- Insufficient focus on risk mitigation

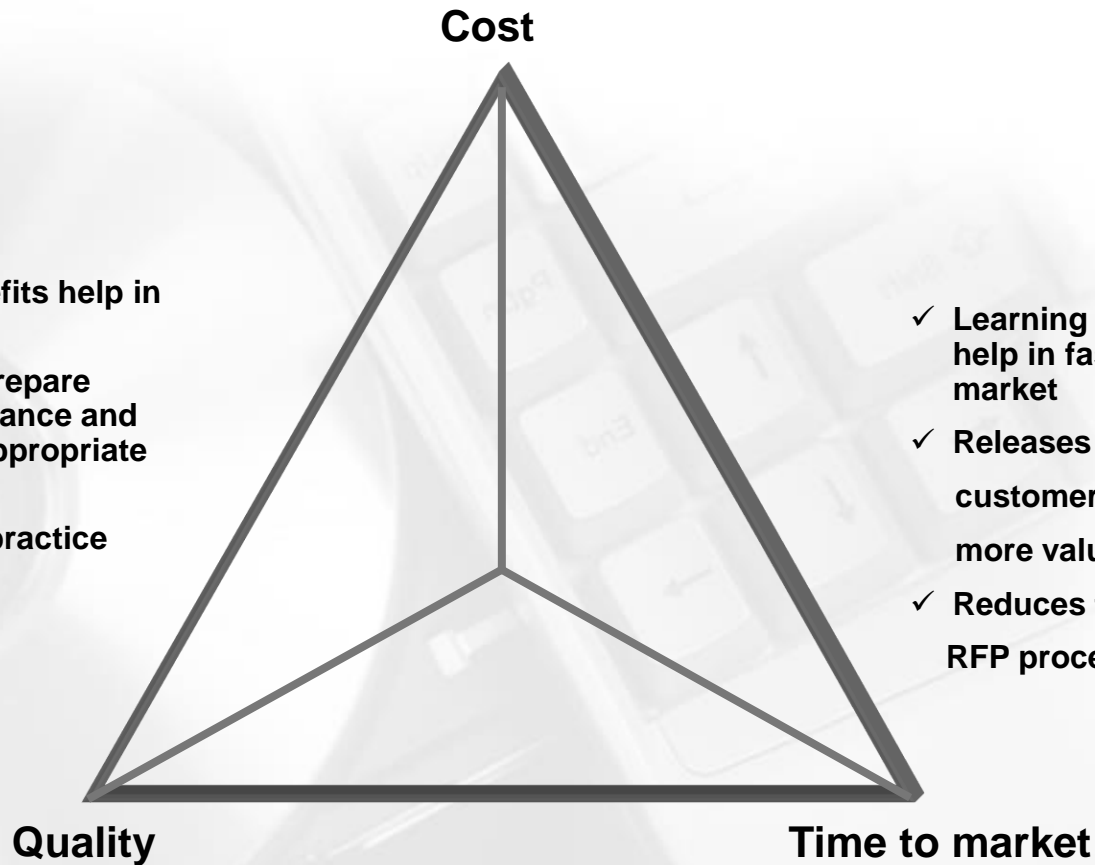
•“Partnership” approach

- Medium/Long term commitment
- Competency based vendor selection
- Vendors expected to invest in infrastructure, knowledge transfer, etc.
- Vendors expected to leverage their knowledge base and contribute to overall strategy and planning issues
- Vendors expected to be actively involved in technology planning
- Proactive measures for mitigating risks

- While a partnership approach is recommended, in certain situations a transaction approach is considered more appropriate. For example:
 - Initial engagements to test the capabilities of a vendor
 - Projects involving confidential and proprietary knowledge, etc.

...because it has several benefits

1. Enables vendors to offer lower rates because they have better visibility into revenue streams
2. Reduces the vendor overheads related to marketing



- ❖ Learning curve benefits help in improving quality
- ❖ Allows vendors to prepare resource plan in advance and staff projects with appropriate resources
- ❖ Helps achieve best practice transfer by vendors

- ✓ Learning curve benefits help in faster time to market
- ✓ Releases important customer resources for more value added work
- ✓ Reduces time spent in the RFP process

Quality & Value Proposition



Driven by a very strong value proposition India offers



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- A blue silhouette map of India is positioned on the left side of the slide. Six orange, fan-shaped callout boxes radiate from the right side of the map, each pointing to a numbered list item. A horizontal line with a black dot at its right end is positioned above the first callout box.
- 1 **Dramatic cost saving – 40-60% lower than developed markets**
 - 2 **Faster time to market**
 - 3 **Higher quality**
 - 4 **High quality talent pool**
 - 5 **Several well established vendors – industry growing at over 50% p.a.**
 - 6 **Tested & robust business models with manageable risk**



Best cost service commitment is just the tip of the iceberg...

- ❖ Deep competencies in Insurance domain and relevant technologies
- ❖ Ability to attract, retain and motivate skilled manpower
- ❖ Capability to work with large global customers and leverage partnerships
- ❖ Best quality

Thank You

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