

# »» Balancing quality efficiency and cost benefits.

## »» Why Outsource:

- Businesses are demanding higher return on investment for IT dollars
- Minimize upfront investment costs
- Organizations are struggling to keep pace with accelerated business demands when budgets and talent are in short
- Need to focus on core competency. Business relies on innovation and focus on business solutions to remain competitive

## »» Why Quagnitia:

- Reduced time and cost to market thus increasing profitability. 75% faster time to market. Reduced costs per work hour by as much as 70%
- Provides scalability to the company. Expand and acquire experienced employees with little risk and capital investment
- Reduced staffing burdens. Right man for the right job. Highly skilled staff providing quality to companies
- Sharing responsibility and expediting time to market will allow management and marketing to focus on their core competence making the company competitive
- Improved IT operations though higher productivity (by at least 40%)
- World-class quality standards

## »» Offshore outsourcing with Quagnitia

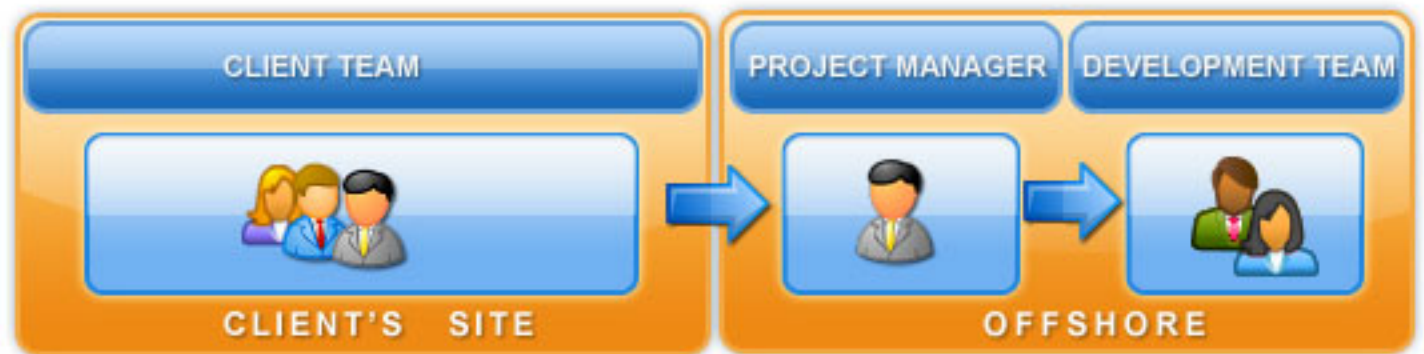
Today offshore outsourcing has established itself as a business model rendering not only cost-benefits, but also competitive and highly efficient providers. It is seen more as a strategic move than just a way to cut costs. According to Gartner's IT Outsourcing Market Forecast: Worldwide, 2002-2007, overall spending on IT outsourcing by type, service line, environment, country and region will rise from \$176.8 billion in 2003 to \$235.6 billion in 2007. This phenomenal growth rate makes IT Outsourcing a definitive business solution.

Robust processes, a rich portfolio, time zone advantages and seasoned project teams combine to deliver measurable business results for Quagnitia's offshore customers. So it's not without reason several customers working with Quagnitia for offshore outsourcing are realizing higher returns on their IT investments.

## »» Approach to Offshore outsourcing

As a customer-focused organization, Quagnitia strongly believes in aligning business models with business requirements of customers.

### Pure Offshore Model



Under this model, the entire project is executed from our offshore facility. The offshore project manager interacts with the client and works with the development team to ensure timely deliveries of work during the execution period of the project. The project gets executed using well-defined process centric templates and procedures. A customer-relationship manager is also assigned to ensure the health of the project and provide oversight to the engagement. This model provides the best cost advantage and is quicker to start with.

### Onsite Offshore Model



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Under this model, one (or more) of the offshore team members is deployed at the client's site and works as a liaison between the client and the offshore team. A typical onsite/offshore team ratio varies anywhere from 10 - 90 to 30 - 70, depending on the specific set of services involved and scale of the project. The appropriate team ratio for a project is calculated by jointly taking into account the cost, services, project needs and efforts to be put. It provides customers with a choice of implementing solutions onsite, offshore or a combination of these.

Some of the advantages of this model include – client interaction with the onsite team during normal business hours, reduced management time from client's side, communication & cultural risk coverage and effective & faster knowledge transfer to offshore staff.

Quagnitia works closely with customers to help them decide on implementation options. When customers are ready to realize the benefits of offshoring work to Quagnitia's development centers in India, the company guides them through every stage of the decision making process. All relevant inputs in support of offshoring are provided, and customers are encouraged to do a complete diligence to ascertain Quagnitia's offshore capabilities. Quagnitia provides customers with a choice of implementing solutions onsite, offshore or a combination of these

### » Offshore Development Methodology

The offshore development methodology is targeted at:

- Providing maximum visibility and control of development and implementation steps to comply fully with customer requirements
- Reducing the time-to-deploy for increased returns on investments
- Reducing the cost of solution by appropriate mixing of onsite and offshore development activities

Stages	Deliverables	Responsibility
RFP	Project proposal	Quagnitia
Systems Study	System Requirement Specification	Quagnitia/Client
Analysis	Design Documents and Test Cases	Quagnitia
Development	Application, Installation; Documentation.	Quagnitia
Testing	Test results; Test metrics Known limitation defects	Quagnitia
Implementation	Training; Acceptance Sign-off	Quagnitia/Client
Support and Maintenance	Service level Agreement, Defect fixes, Upgrades	Quagnitia

### » Quagnitia's offshore Development Methodology involves the following steps:

- Signing of non-disclosure agreement

- Signing of contract and scope agreement
- Identification of key personnel for the project
- Requirements gathering and knowledge acquisition
- Offshore knowledge transition
- Offshore infrastructure setup and team formation
- Team training
- Project execution
- Project deployment
- Project signoff

### » Quagnitia's Offshore Delivery Framework

As a part of offshore delivery framework, Quagnitia uses a combination of onsite team, onsite-offshore development dedicated development centers.

Quagnitia offers a strategy to help customers manage their growing operations and attain long term interests. The Offshore Development Center at Quagnitia acts as a virtual extension of your development teams. With sustained infrastructure investments over the years, we have created a knowledge-network work environment from where our employees provide high quality solutions to clients. These investments enhance employee productivity and reduce engagement risk for our clients.

By setting ODC with Quagnitia, you get -

- Dedicated team and good facilities
- Reliable hardware and software infrastructure
- High speed communication equipments
- Physical and network security
- IPR protection mechanism
- Low ownership cost
- Skilled technology and project management resources
- A quality-focused team in a short period of time
- Get the team ramped up on projects quickly
- Minimize employee turnover
- Grow and shrink team composition/sizes

Quagnitia encourages customers to evaluate this model of outsourcing because it offers significant business benefits to customers.