



---

**Benefits of Outsourcing**

**Key concerns addressed**

**The Outsourcing process – Explained by the Steps**



**EximSoft Technologies Pvt. Ltd, India**

63-B, 13th Cross, JP Nagar III

Bangalore-560078, INDIA

T: +91-80-2658-0466

T: +91-80-2658-3522

F: +91-80-2658-0973

E: [paul.martin@eximsoft.com](mailto:paul.martin@eximsoft.com)

W: [www.eximsoft.com](http://www.eximsoft.com)

## About EximSoft Technologies

Established in 1997 in Bangalore, India, EximSoft provides cost-effective, and innovative mobile software solutions and services. EximSoft has successfully delivered high value solutions to several **Global 500 clients** including **Microsoft, NEC, Toshiba, Fujitsu, Lucent, IBM, Daifuku, Microsoft, Mitsubishi Electric, and National Semiconductor** among others. EximSoft has successfully executed several projects in the areas of

- **Enterprise Mobile Applications**
- **Mobile Commerce**
- **Personal Information Management**
- **Mobile Entertainment & Gaming**
- **Wireless Devices System Development,**
- **Location Based services**
- **Content creation and delivery applications**

80% of our business has come in as repeat orders from existing customers. EximSoft primarily works with System Integrators, Content Providers, Mobile application developers and Network Providers and adds value to their offerings by developing applications / concepts and innovative mobile solutions.

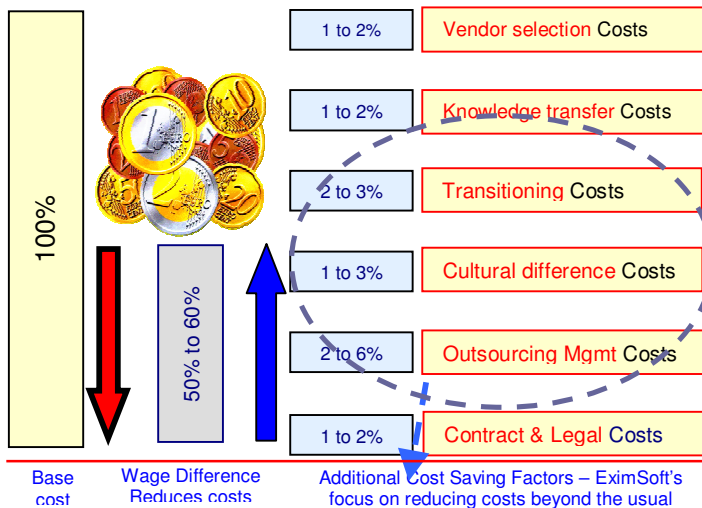
EximSoft has business offices in UK, USA, Canada, Japan and India.

## Quality driven Outsourcing – Key Benefits

### COST SAVINGS

EximSoft Technologies can help cut your application development / enhancement costs by up to 55%, when compared to developments which happen in-house.

- This is made possible because of the difference in wages of technology workers between India and Europe.
- As the ranges of applications are achieved at a low cost, this will help generate better revenues, offer new and better service to customers, ensuring competitive advantage.
- In addition, EximSoft helps in delivering further value by reducing on critical cost factors such as savings in terms of faster transition, easy ramp up and lower contract costs



## SHORTER TIME TO MARKET



EximSoft knows that this factor is very important for you. EximSoft's software development methodologies have been time tested to ensure quicker delivery of solutions / products and quickly respond to changes when needed.

- Scalable engineering teams ensures quick ramp up of resources when needed
- Reusable component development usage can enhance delivery times
- Joint Development efforts can effectively utilize time differences between India and Europe
- EximSoft's partner supplied resources can help reduce development times significantly

## QUALITY

EximSoft has been registered and certified by KPMG as an ISO 9001:2000 company. Our Quality Management System allows for tailoring of development processes based on precise customer requirements. In-house Quality Assurance groups ensure that highest quality applications are developed. EximSoft has been serving customers across the world and in specific to Japan over the past 6 years. We have executed several projects for **Global 500 clients** like **Toshiba, Fujitsu, Mitsubishi, Microsoft, NEC, Lucent, IBM**. EximSoft has satisfactorily met all the stringent quality requirements established by these companies on the applications delivered.



Technical Partnerships with companies like IBM, Oracle and Microsoft ensure high quality development on the latest software programs

All this translates into better value to the customer in terms of:

- Better control ensuring predictable results
- Highest quality, defect free systems.

## FLEXIBLE TO SCALE

- More than 70 engineers out of a total strength of 120 engineers, work on mobile related projects and applications.
- Senior Management technology expertise and background
- Highly versatile skill sets and technical capabilities
- Recruited from India's finest engineering and management institutions
- Based out of India's Silicon Valley, Bangalore, home to top Indian tech companies, and to a teeming engineering manpower of close to 1,50,000 qualified engineers.
- Flexible ramping up of resources possible because of access to vast set of superior technical and managerial resources

## INFRASTRUCTURE

- EximSoft's facilities are fully dedicated facilities and are not shared with other companies



- 28,000 sft of workspace with a 225 node LAN, expandable to 325 nodes within a short notice
- Licensed Software tools used for development
- Captive / Uninterrupted power
- Secure and sophisticated firewalls and anti-virus systems
- High Speed Internet Connectivity through Microwave, ISDN and broadband connections

## DISASTER RECOVERY

- Back ups on project code, communication, and concerned documentation done on a daily basis
- Full fledged system administration team present 24\*7 to address concerns
- Back up stored at a secure storage facility in a different location

## SECURITY

- Software centers managed by security personnel on a 24\*7 basis
- Customers can do security audits anytime.
- Independent security audits conducted from time to time
- Audited secure access to system resources
- Electronic access control at select locations
- Secure computer systems – restricted access to personnel

## COMMUNICATION

- State of the art audio conferencing terminals
- Direct Access on a 24\*7 basis to Senior Management and Project Managers through multiple digital telephone lines, Mobile telephones and fax terminals
- Daily / Weekly Status reporting
- On demand, issue based conference calls with customer

## STAFF MIGRATION

- A senior manager supervises project requirements and status. In the event a team member gets sick or unexpectedly leaves the company, a replacement of similar capacity is done with appropriate knowledge- sharing.
- As a policy, a person finishes all his tasks and shares his/her knowledge before leaving the company.

## IP PROTECTION

- EximSoft will sign an Intellectual Property Right Pledge and a Confidentiality Statement before it starts a dialogue with the client
- EximSoft also enters into a Non-Disclosure agreement with the client.
- Periodic Security Audits can be done by clients at any time
- EximSoft has a presence in the United States, United Kingdom, Japan and India and is bound by legal jurisdictions and the law of the land in which it operates

## PROJECT CONTROL AND VISIBILITY

- Daily/Weekly status reports
- Daily/Weekly status meetings
- Intermediate milestones reporting
- Intermediate documents delivery (Specs, design, etc)
- Direct communication (IM, Email, Voice)
- Visit to customer site (for larger/longer projects)

## CULTURE FIT

- Strong relationships with existing European customers
- Engineers with working experience for European and US customers
- Senior management experience of working in US and Europe

## PROJECT & CONTRACT MANAGEMENT

- Metrics based project control
- Robust workflow process and well established life-cycle models
- Customer representation at offshore location is welcome
- Clearly stated costs and effort estimation
- Estimating best practices (FP, Delphi, etc)
- Customer initiated contracts
- Strict adherence to contracts – no monitoring required
- Continuous resource evaluation and appraisals
- Resource forecasting and planning to ensure adequate staffing
- Focus on risk identification and management
- Strictly followed, automated configuration management and version control

The outsourcing process at EximSoft is time tested and trusted by customers across the world. Regular communication methodologies ensure that the process is made even simpler with minimal work and interference for the customer.

## 1st Level

### **Project enquiry to Contract**

- Customer sends a initial enquiry, outlining the primary requirements for the application intended to be developed, the end goals for this application, prominent characteristics and features needed, issues related to the look and feel, terms and conditions.
- If the requirement specifications are not clear, then a complete list tabulating queries is sent to the customer or an audio conference is initiated to get more clarity on the concerns.
- EximSoft assigns a team with specialists in the area to respond with a solution approach to this specification.



- The solution approach document is sent to customer for review
- Once the customer agrees on the solution approach, EximSoft drafts a formal response proposal with estimated cost, timelines, deliverables, limitations and assumptions. The payment criterion, terms and conditions based on specific requirements is also forms a part of the proposal.
- When the customer accepts the proposal, a work contract is signed, that will contain IP rights, delivery dates, deliverables, and responsibility of each party, terms and conditions concerning non-disclosure, payment terms and other important issues.

## 2nd Level

### **Project Initiation & Development**

- Subject to project timelines, the project is initiated and a project management plan (PMP) established. This plan will also detail on Resource and schedule planning, Quality planning, Configuration Management, Change Management, Risk Management, Communication methods and frequency.

- Once the PMP is established, based on the project life-cycle model chosen (Waterfall, spiral, RUP, etc), appropriate tasks and activities are initiated.
- In case the requirements are very complex, a senior technical engineer from EximSoft will visit the customer on-site to formalize the requirements and resolve any technical issues (for larger projects).
- A proof of concept / prototype is done, if needed, and sent to the customer for review
- Status reports on a daily / weekly basis is sent to the customer updating the current state of the project. Weekly audio conference calls are made with customer to discuss and resolve issues.
- Appropriate documents on requirements, design, test cases are sent to customer on milestones for customer review.
- If customer requires any changes are to be made to the project, EximSoft clearly identifies the impact of the changes on cost and timelines and communicates to the customer.
- Upon final delivery, EximSoft provides support during the acceptance testing by customer. Any issues and bugs are fixed immediately.
- Upon acceptance of the project by customer, the final application along with necessary media and documents is handed over to the customer and the project is declared closed. EximSoft does not claim any rights to the code and IP thereafter.

## 3rd Level

### **Support and Maintenance**

- After the delivery, EximSoft provides warranty for a limited period without any additional cost. During the warranty period, any bugs found are fixed without additional cost.
- Beyond the warranty period, customer has the option of signing a separate maintenance contract.
- EximSoft can provide 8 hours or 24/7 support subject to different payment terms and conditions

