

Success factors in offshoring

Jesús Rodríguez Heras: jesus.rodriguezheras@alum.uca.es

Alejandro Rosado Pérez: alejandro.rosadoperez@alum.uca.es

Gabriel Fernando Sánchez Reina: gabriel.sanchezreina@alum.uca.es

Juan Pedro Rodríguez Gracia: juanpedro.rodriguezgracia@alum.uca.es

24 de mayo de 2018

A good example: Ketera

Ketera is a company that offers software as a service that moved all its functional infrastructure to India since it was cheaper. With this, he was able to offer his services faster and at a lower cost.

He currently has a large part of his company there and continues to grow.

The key:

- Challenging work.
- A great working environment; a place where it's fun to work.
- Open and frequent communications with all levels of management.
- Fair treatment.
- Opportunity for US travel.
- Continuing improvement of technical and soft skills.

- When establishing business relationships, we cannot expect to find a company that is dedicated exactly to what we want.
- The main idea is to conduct an interview with a company and reach a common agreement on how to work together.
- The communication between the employees of the company and those of the other company is crucial for coordination.
- We also need to consider the different lifestyles and attrition of the employees from those places.

- The differences between the laws of both places must be taken into account.
- In this article, the company hired an external company to manage the entire legal issue.

How to choose the place?

When it's time to choose the place of our offshore we need to take care all of those factors:

- Overall skills: Its necessary to take care of the employees we hire and their abilities.
- Infrastructure: We need to have a look on how good are the local infrastructures; specially on telecom and costs.
- City attraction: Another point is to know how is the quality of life on that place or even how good is the climate or transports.
- Others: Finally we have to keep in mind the fact that vendor interaction has to be good in order to cooperate and succeed.

Benefits of offshoring

- Scalability: With offshoring we can request a greater service without worrying about how to reach that demand.
- Low cost: offshoring to a developing country allows us to reduce costs, from infrastructure to salary.
- Greater flexibility: They are able to renegotiate with the vendors.

Summary

The main point to succeed in offshoring is knowing the place and the local people because it makes you choose better.

In addition, to get the work well done, it's to maintain a good communication. It makes you able to abstract from the distance and work as a team.