Company C3

Harri

[Demographic Data]

C3 is a local Palestinian company that specialized in outsourcing services. It provides a wide range of software development services for international clients who are located in United states, Britain and Europe.

We followed an interviews approach to answer our research questions. A face to face interview was conducted with a software development manager.

Clients location: United states, Britain and Europe.
Number of employees: 120 employee.

RQ 1: How Palestinian IT sector perform outsourcing in terms of detailed business model? And what are the factors that foster outsourcing from vendors' perspective?

1. What's your view of the status of software development outsourcing in the Palestinian IT sector?
- IT sector in Palestine is a fresh field.
- Outsourcing is one of the main driver of this sector.

2. How do you evaluate the importance of Palestinian software companies as service providers?
- We are a good option for our clients
- We deliver a high quality of services
- We having a good reputations and profiles in the market
- Our clients prefer to work with us.
- The quality and price of Palestinian outsourcing services are competitive with other developing countries.

3. What are the business drivers that contribute in considering Palestinian software companies as one of the software outsourcing vendors in the region and worldwide?
- High demands give the Palestinian outsourcing companies the ability to work and grow.
- Good relationship with the clients

4. What do you think your software company should do to improve the process of software development outsourcing?
- Commitment on time
- Improve the relationship with our client

5. How success is measured in your software organization, what are the factors and key elements you consider to classify the software project as a success one?
- Deliver high quality
- Deliver on time
- Clients' satisfaction
- Increasing number of hiring in the company team.

6. What are the main factors that prevent and discourage software outsourcing in the Palestinian IT sector?
- The disability of our universities to meet the market requirements regarding the graduates software and communication skills.

7. What are the main risks associated with software development outsourcing in Palestinian IT sector from vendors' perspective?
- lack of professionals in highly demand verticals like machine learning, artificial intelligence and DevSecOps.

8. What are the strategies your software company follows to mitigate the risks of software outsourcing?
- Building strong profiles with customers they are working for.
- Having an organized stream of work to avoid shortage of work between our employees.

RQ 2: To what extent geographical barriers influence outsourcing in the IT sector in Palestine?

1. What are the barriers within your software outsourcing company that have an negative impact on clients?
- The time zone difference between the vendor and the client is one of the main consequences of geographical distance.
- Communication obstacles when no overlapping working hours between us and the client.

2. How does geographical distance affects decisions and activities of software outsourcing?
Geographical distance is an important factors for the clients who chose our company for geographical distance.

3. To what extent geographical distance is considered as a key factor in the success or the failure of a Palestinian outsourcing project?
The priority of quality and price take higher advantage than geographical distance.

RQ 3: How cost reduction is considered as a key factor that influences the outsourcing investment in the Palestinian IT sector?

1. To what extent does cost reduction affect the client's' decision to outsource software projects to Palestinian IT companies?
- Cost is a critical factor especially at the beginning of the project but still can compete in the global market.
- The cost of developing services in Palestine is a not much higher than the cost in other developing countries.
- Palestinian produce higher quality compared to other countries.
- After gaining the client's trust, this factor become a secondary and far less important factor.

2. How an IT Outsourcing contract relates to cost reduction as well as to the client's' goal of revenue increase?

Cost reduction is an important factor that helped clients to increase their revenues.