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 team leader.

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 and promising sector.
- The main driver for this sector is the software outsourcing.

2. How do you evaluate the importance of Palestinian software companies as service providers?

Sometimes we are a good option but client companies always have the choice to drop the Palestinian's outsourcing. So we always pressing ourselves to succeed and win clients' confidence by producing high quality and deliver it on time.

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?
- As a software company we have a good relationship with our clients which have great impacts on the work as well as in the company.
- Commitment and good communication quality.
- Good work quality.
- Building trustworthy profile with our clients.

4. What do you think your software company should do to improve the process of software development outsourcing?
- Improve the quality of provided services
- Create a strong profile 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?
- Software projects done on time with high quality and almost same cost.
- Clients' satisfaction
- This translated in increasing the number of hiring of our team for the continuous work.

6. What are the main factors that prevent and discourage software outsourcing in the Palestinian IT sector?
- Lack of experts in Palestinian IT sector due to the freshness of the field.

7. What are the main risks associated with software development outsourcing in Palestinian IT sector from vendors' perspective?
- Palestine having some issues, it's not stable.
- Disability of our universities to meet the market requirements regarding the fresh graduates software.
- Disability of fresh graduates to meet the appropriate communication skills.

8. What are the strategies your software company follows to mitigate the risks of software outsourcing?
- Having a good relationship with our local universities, to bridge the gap between the academy and industry so we can confidently hire and rely on our fresh graduates faster and smoother.
- Training fresh graduates in our company to reach for the best who can fit in our company.

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?
Different time zones between our company and and clients which may lead to communication issues.

2. How does geographical distance affects decisions and activities of software outsourcing?
Geographical location has low impact comparing to quality and price.

3. To what extent geographical distance is considered as a key factor in the success or the failure of a Palestinian outsourcing project?

Geographical location has low impact comparing to quality and price. I see the two of them (quality and price) to have more direct and noticeable impact than the geographical location.

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 an important factor that foster software outsourcing in Palestine.
-   Cost reduction takes a second priority after quality.

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 in outsourcing practice that is seeked by the clients to increase their revenues