

Tabish Parkar

Summative
Assessment 2:

Systems
Development Project
Management

05HA2309970

Bellville

In a time portrayed and defined by swift technological growth and a growing prominence on patient focussed care, healthcare organizations are constantly in search of inventive methods or solutions to improve service delivery. Harmony Health, a moderate sized healthcare provider, acknowledged the demand for telemedicine or e-medicine and the remote monitoring of patients and took advantage on this opportunity by developing a mobile application made for patients with chronic illnesses. The organization outsourced parts of this project, merging with external expertise to supplement its internal capabilities.

Outsourcing is the way of assigning specific tasks of a business to outside companies or external staff. In the environment of software development, outsourcing allows for companies to grasp external expertise, optimizing costs along with improving project workability. As said by Khuwaiter, organizations may employ outsourcing for resource efficiency and a reduction in costs along with the capability to use specialized skills that are unavailable internally. This outside collaboration is vital in tackling compound challenges.

The Advantages of Outsourcing...

Access to Expertise - One of the foremost advantages of outsourcing for Harmony Health was the chance to access expertise that was lacking in their team. Bright Code Solutions has brought along with them vital experience in mobile app development and digital healthcare solutions. Their experience allowed for a more efficient development method, which has ensured that the final product meets the industry standards.

Cost Reduction - Outsourcing can also result to vital cost savings. By assigning tasks to outside contractors, Harmony Health was able to minimize expenses related to hiring, training and managing additional full-time staff. External firms are also often based in lower-cost regions, which then provides competitive pricing for great quality services as noted by sources.

Focussing on Core Competencies - By outsourcing the development to another company for their mobile application, Harmony Health can focus on its core expertise ... patient care and health management, rather than routing resources towards software development. This focus may result in improved outcomes in areas where the organization stands out the most.

Flexibility and Scalability – Outsourcing also offers companies the variability to scale their teams up or down dependent on project requirements. Harmony Health's collaboration with Bright Code Solutions allowed for them to manage their workforce as project demands varied, which contributes to better management of resources.

Faster Development Time – Collaborating with an outside team that holds experience in similar projects can hasten the development timeline. Harmony Health used the opportunity to grasp Bright Code Solutions' well-established methods and processes, which leads to a quicker timeline for development of the mobile application without sacrificing quality.

The Disadvantages of Outsourcing...

Communication Challenges - One potential issue of outsourcing is the risk of misunderstanding or miscommunication, especially when conferring with remote teams. The differences in time zones, cultures along with work cultures may compromise effective collaboration, which will impacting project outcomes.

Dependency on External Providers – Heavily relying on outside organisations can callow for a dependency that may be damaging in the long term. Harmony Health needs to foster a balance to ensure strong internal capabilities with the external support.

Quality Control Risks – Keeping one specific type of quality can be demanding when outsourcing occurs. If the provider of external resources does not allow to meet the standards that are expected, then Harmony Health's brand and service delivery will be seen as poor. As noted by Khuwaiter et al. (2023), it is highly crucial for companies to found protocols that assure complete quality when outsourcing.

Hidden Costs – While estimates suggestively show cost savings initially, there may be hidden expenses that come with outsourcing, such as those connected to contract management, oversight along with potential legal issues. Harmony Health needs to adopt an attentive manner to these points to avoid any unforeseen financial burdens or circumstances.

Concerns over Intellectual Property - Outsourcing might result in concerns over intellectual property protection, especially in parts or sectors of healthcare where highly sensitive data is involved. Harmony Health needs to have certainty that sufficient measures are used to guard information of patients and proprietary technologies when working with outsourced or external providers.

In conclusion, the model of outsourcing fostered by Harmony Health in building its mobile application allows for a variety of advantages and disadvantages. Gaining access to specialized skills, cost efficiency along with a stronger focus on core abilities emphasizes the positives of this approach. Nevertheless, challenges that are related to communication, quality control and dependency is required to be approached with vigilance. To deliver successful project outcomes, organizations like Harmony Health should foster strong strategies for leading their relationships with outsourcing and demonstrating communication that is clear and protocols for quality assurance. As the healthcare environment constantly evolves, understanding these advances will be vital in keeping a competitive advantage and thus also ensuring the delivery of quality patient care.

References :

Khuwaiter, M.A., AlKaabi, N., AlOlama, R., Khatib, M.E. and AlAmiri, S., 2023. Managing Outsourcing in IT Software Services -A study of 3 Perspectives and 3 Industries in UAE. International Journal of Business and Administrative Studies. Available at: <https://www.journals.gaftim.com/index.php/ijbas/article/view/206/121> [Accessed 13 December 2024].

Ravi, A. and Donawa, N., 2023. Significance of Strategic Outsourcing in IT Project Management. Available at: https://d197for5662m48.cloudfront.net/documents/publicationstatus/163020/preprint_pdf/7bc6b4f0784b4afa15371f7b7e326399.pdf [Accessed 13 December 2024].