

INDUSTRY
High-Tech

Creating a dedicated ODC to deliver multiple benefits

BUSINESS BENEFITS

- The client's teams can focus on core activities aimed at business expansion
- Large-scale projects can be planned and executed by leveraging the large technical pool of dedicated, reliable offshore resources
- Offshore cost advantage delivers lower product development costs
- Quick enhancements and sustained maintenance of products through offshore product knowledge retention
- Faster time-to-market

L&T Infotech has more than a decade-long relationship with a global electronics company. A dedicated offshore development center has been set up for them that delivers multiple benefits across the value chain.

THE CLIENT

Headquartered in Tokyo, Japan, our client is a leading global electronics company. The company offers a wide range of systems, products and services in areas like information systems, electronic devices, power and industrial systems, consumer products, materials and financial services. Its software division develops advanced technology and products ranging from open middleware products and enterprise server software, to embedded software and storage software.

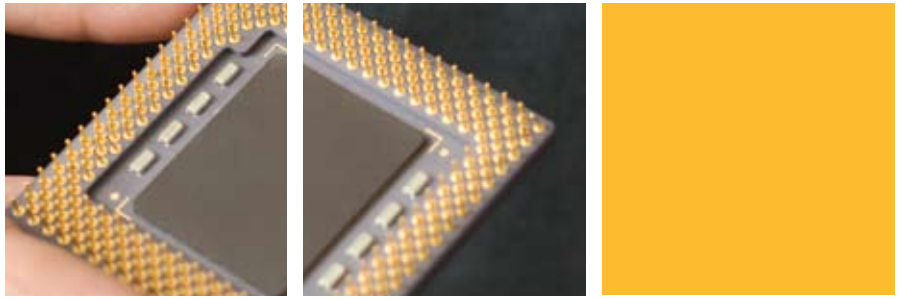
THE CHALLENGE

Our client's software division was searching for an outsourcing partner with a view to:

- Reduce overall product development costs
- Improve internal efficiency of operations
- Gain access to a pool of talented resources

We started our association with them in 1996-97 with the outsourcing of a few testing and porting projects. Our challenge was to:

- Demonstrate strong management commitment to a reliable and long-term offshore partnership
- Show the benefits of a world class, scalable technical resource pool
- Demonstrate ability to bridge the language barrier and facilitate smooth communication



THE SOLUTION

We have established a dedicated offshore development center for our client and our relationship is now more than a decade old. Starting with porting and testing, our teams are now involved in the delivery of large-scale projects.

Highlights

- Strong project management skills with adherence to tight schedules and stringent quality requirements
- Customized, client-aligned processes, that combine best practices from the client as well as L&T Infotech
- Metrics-based project management aimed at continuous improvements in productivity and quality
- Japanese support desk for translation services and Japanese speaking onsite coordinators and engineers for project coordination
- Isolated LAN environment and secured link for communication and deliverables
- Key resource retention over a long term
- An apex steering committee consisting of senior management from both sides which meets half-yearly to review and guide a continuous improvement initiative

L&T Infotech is a 100% subsidiary of the US\$ 7 billion, technology-driven engineering and construction major, Larsen & Toubro. We offer comprehensive, end-to-end software solutions and services to leading companies across the globe. We provide the winning edge to our clients by leveraging our business-to-IT connect and deeply committed people.

For further information visit www.Lntinfotech.com

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