

## CASE STUDY

Strategic IT

Zenopsys - Offshore Development Center.

Zen - ODC



# Zenopsys Offshore Development Center, Zen-ODC Strategic IT



Changing business situations and the constant pressure to manage costs quite often drives businesses to look for alternative solutions. Outsourcing, remote assistance from low cost geographies, sourcing the best of global talent with flexibility to engage and disengage at short notice without compromising talent are some of the options that companies evaluate to manage fixed and variable costs while managing their IT requirements.

These are time tested and often times best solutions for survival in today's competitive market conditions.

At Zenopsys, we conceived the idea of creating an IT development and support center that essentially provides the best of worlds to our clients.

- Dedicated, highly skilled and talented team of developers and business analysts
- Specialized in multiple technology domains - proprietary (third party) and open source
- Blend of domain specific engineering and business critical skills
- Offsite team works closely as your "Extended Organization"
- Support round the clock and during weekends
- Assemble and disengage; ramp up / down at short notice
- Infrastructure to create ad hoc and quick reaction teams
- Best of breed IT infrastructure and connectivity
- Security and back-up systems
- Dedicated management bandwidth
- An average 50% cost advantage situation when compared to local hiring
- Trained support teams that provide admin support services for the ODC

The ODC provides support across geographies and time zones. Presently the team would be offshore and based in India. In time we plan to extend the facilities to make the feature truly "Offsite" than just "Offshore" leveraging the benefits available on client shores.

Our onsite teams (presently US only) will engage clients in areas like requirements analysis, proposal, procurement management, account management and related areas. The offshore team will be responsible for delivery, quality and process management.

Resultant synergies due to these concentrated and collective efforts of the onsite and offshore teams result in exceeding client expectations.

## ODC SETUP PROCESS:

Zenopsys has evolved a process driven methodology to setup an ODC for a client. The process adopts a phase wise build and manage methodology.

Following are the different phases of ODC adoption:

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- Requirements Analysis & Assessment
- Planning and Resource Allocation
- Setting up the Physical Infrastructure
- Manpower Sourcing (Internal sourcing and external hire, based on need)
- Team & Management
- Process Mapping, Documentation & Service Level Agreements Definition
- Pilot
- Go Live
- Project Management & Reporting

Requirements analysis & assessment defines the need and advantages to be gained from the ODC. Client requirements are mapped to their objectives and the ODC is proposed as a solution.

ODC's are generally meant to provide specific advantages in augmenting current staff for present and future requirements; flexibility to engage ad hoc teams for short intervals dedicated to accomplish specific development targets; projects that require skill sets beyond what is locally available and many more.

Post assessment, ODC requires hardcore planning and resource allocation to ensure that the specific objectives are eventually met in time. Extensive and precise documentation helps project planning and resource management. Zenopsys teams ensure project planning based on specific and custom built project planning methodologies.

Planned physical infrastructure setup ensures that the ODC meets the current and future objectives. Planning ensures greater flexibility and effective capacity utilization.

The key and the most important asset of the ODC is the manpower. Zenopsys ensures that we staff and train best of the talent. Dedicated HR processes and

highly organized recruitment and training personnel ensure that the ODC delivers to its standards. Zenopsys has developed and adopted a systems approach to ODC management.

The ODC team is built around specific objectives and skill sets. Every team member is equipped to manage their domain. Members undergo continuous specific and skill based training.

Team managers are trained in areas like process management, reporting and working towards ensuring SLA's. The team is trained to handle any eventuality. In addition Zenopsys management personally ensures the success of the ODC.

Pilot and Go Live phase of the ODC is critically ascertained and executed. There is always a one - three month hand holding process ensured by the client team and the Zenopsys management.

### PHYSICAL INFRASTRUCTURE:



Zenopsys provides the necessary physical infrastructure to meet specific client requirements.

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The infrastructure ensures:

- Best of breed, scalable physical infrastructure
- Comfortable work environment for the team
- IT infrastructure to meet client requirements
- Physical and network security infrastructure
- Admin and support functions
- Telephony & other Communication infrastructure

Additionally our facility provides for security systems like firewalls, web filtering software's, biometric in/out tracking systems and many more.

## TEAM COMPOSITION:

The ODC or the offshore development team can comprise of people from different domains and based on the client/project requirements

- System Analyst & Architect
- Database Administrator
- Designer / Graphic Artist
- Project Operations Engineer
- Project Programmer
- Project Manager / Account Manager
- Quality Assurance Engineer
- Business Analyst
- Tester

Every requirement is unique as much as every client is. Zenopsys believes in ensuring clients are provided with the required team and skill sets to make the ODC a success.

Our HR processes always ensure that people with the required skill sets are available and in time.

## TECHNOLOGIES:

Zenopsys ODC has partnered with or offers teams in the following technology domains

- Microsoft .Net
- Java Technologies
- LAMP
- Web 2.0
- Mobile Technologies

Our technical expertise includes:

### Development languages and technologies

Java, J2EE, J2SE, J2ME, JSP, EJB, JavaMail, JMS, ASP, ASP.Net, VB, VB.Net, C#, VBA, JavaScript, C/C++, Perl, PHP, XML, XSL, SOAP, EDI, WAP, WML, SMS, CORBA

### Web and Application Server Platforms

Apache, IIS, Tomcat, JBoss, WebLogic, Websphere, Oracle App Server, SharePoint, BizTalk Server, Allaire JRun, Coldfusion, Broadvision

### Creative Graphic Tools

Adobe Photoshop, Adobe Illustrator, Macromedia Flash, Macromedia Dreamweaver

### Database Servers

Oracle, MySQL, PostgreSQL, Microsoft SQL Server, DB2, Sybase

### Operating Systems

Windows, Linux, Unix (HP-UX, AIX, Sun Solaris), AS400

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