



Software Development Outsourcing

23/11/2014

ROI Consul

Authored by: Kamran Javid

Software Development Outsourcing

Contents

Introduction 3

Outsourcing Benefits 3

Outsourcing Facilitators 4

About ROI Consul 6

Introduction

With many organizations not able to meet their on-going reporting and customisation needs within a suitable timeframe or budget, they often try to resolve the resource requirement through off-shoring or outsourcing development tasks. This may resolve the human capital issue but they sometimes find themselves stuck with consultants that are not able to meet process best practices (such as SLA) or deliver robust solutions that meet coding standards. With this in mind, outsourcing to the right approved supplier is key, with many organizations not just needing to reduce costs, meet strategic effectiveness and deliver ERP customisations using off-shored consultants but also ensure the cycle is managed effectively so that the solution is delivered to specification and within the accepted timescale.

Selecting the appropriate team to satisfy the above demand is a minefield, as although your proposed outsourcing partner may state that they have the appropriate skill-set there are many other pitfalls in the path to effective software delivery. Although, with changing employee demographics and the internet of everything we are more and more able to implement a distributed model in targeting skilled, experienced and able consultants that can provide the specified solution on time, and to budget, there are some key best-practices that you should follow before and during the execution of outsourcing.

Outsourcing Benefits

Cost is one of the main drivers for outsourcing development activities. Should your customisation requirements be left in the hands of larger consultancies that are often slower to respond and tied up in bureaucracy you will typically pay up to twice the cost that you would from smaller software houses. Off-shoring can also be more cost-effective again but beware of consultancies that are not as skilled as they advertise. Although a key benefit, you should select providers wisely as badly developed code could cost you twice as much in the long run. Another key advantage of outsourcing

Benefits at a Glance

- 1. Reduced Costs*
- 2. Greater Operational Efficiency*
- 3. Opportunity for Innovation*
- 4. Improved Services*

Software Development Outsourcing

your development activities is efficiency improvements, as the ability to do so will significantly free up in-house resources to focus on core business requirements. With a reduced workload you will also reduce training, recruitment and management costs freeing the organization up to work on more strategically important activities.

Should you employ the best outsourcing partner for your needs then your relationship with them will also deliver the most innovative solutions, as you will be able to tap into their skillset, services and experience that would otherwise be out of reach. This ultimately helps your organization devise new business solutions and stay competitive.

In order to get the best benefit from your outsourced team you should always work to a guaranteed Service Level Agreement (SLA). Any reputable partner will offer you this as this aims to improve the longevity and performance of the engagement as well as formally documenting the expectations from the customer's side. Responsiveness is key in any SLA and should be kept in mind when selecting the appropriate outsourcing partner. ROI Consul offer 24 Hour turnaround on any issues arising from an agreed SLA with full telephone, remote access and on-site support if needed. The inclusion of the guaranteed SLA also eases concerns, forges relationships and builds the customers confidence in the service that their partner offers.

Outsourcing Facilitators

There are many facilitators to the process of software delivery that has been outsourced. With the Internet of things allowing us to connect to any system, at any time, from any device, anywhere in the world, working with and delivering software to clients, no matter where they are located has never been so easy. The only roadblock should your development activities be off-shored, is the time zone difference, however with partners such as ROI Consul this is no longer a problem as we offer services **24 hours per day, 365 days per year**. Some best practices offered by us include a dedicated web portal where you can access documentation including specifications, designs,

Some Facilitators at a Glance

1. *Webex*
2. *GoTo Meeting*
3. *Conference Calls*
4. *Microsoft Lync*
5. *Cloud Storage*
6. *Skype*
7. *Customer Portals*
8. *RDP*

Software Development Outsourcing

business process models, user manuals, software delivery notes as well as a full online source code backup that is secure & protected. We provide full Team Foundation Server capability and everything is hosted on servers that are 99.95% available or better.

One very important point to remember, using such facilitators does not or should not, forego the standard software development lifecycle. Software delivery on-time and to budget can only be enabled through a correct and proper methodology that includes design, documentation and is managed through tightly controlled project guidelines. You should consider your outsourcing partner as an extension to your own company and use the above facilitators to ensure your requirement is defined, managed and delivered using tried and tested provision methodologies.

Software Development Outsourcing

About ROI Consul

Mission Statement: To provide our customers with robust IT consultancy that gives a measurable return on their investment in Epicor ERP.

ROI Consul focus is as a System Architect, Design, Software Delivery, Reporting and Integration Consultancy. We pride ourselves on proven skills in these areas.

Microsoft Certified experts with accreditation's in Business Analysis, Project Management and an in-depth experience.

We can deconstruct your ERP, CRM, web, customers, suppliers and internal systems, to provide impartial advice on the best approach to integrations, customisations, operational and management reporting solutions for your business.

Specialist in Vantage, Epicor 9 and Epicor 10 Technology, Including Epicor SDK.

We also specialize in custom reporting using Crystal, SSRS or EPM Business Intelligence Tools.

With an in-depth understanding of the SDLC (Software Development Lifecycle) and a proven ability to speak to customers in their own language, globally. ROI Consul only work on solutions that we can prove and that are deliverable. All projects are fully managed, documented and tested using our own internal standards, although we will gladly work within your organisations quality and documentation parameters as required.

ROI Consul is a company that prides itself on being able to translate each business process into a technical implementation that is transparent and efficient for it's stakeholders. Our role is to understand how the business user interacts with the system, surrounding technology, the system itself and provide a solution that allows the user to do their job in the most efficient, effective and robust manner. This ultimately streamlines the organisation, improves employee efficiency and makes life easy for all concerned!

We can integrate your systems into a synergy in which you can reduce cost and time per click, report on daily company activity effectively, as well as provide reporting for historical analysis, KPI Monitoring and improvement strategy.

Software Development Outsourcing

If your organisation uses Epicor EPM, including Performance Canvas, or are planning to do so, we can offer you expert level assistance. This includes EPM Server, Performance Canvas and associated Content packs. All EPM areas are a specialist topic for ROI Consul, having unrivalled and demonstrable project experience of this vertical. We can also offer Epicor SDK Training.

ROI Consul specialize in the following areas:

- Epicor ERP Consultancy
- Business Process Review, 'As-Is' and 'To-Be' Solicitation and Documentation
- Business Analysis and Project Management
- Functional and Technical Design
- SDK and Black-Belt Customisation
- Documentation at all levels from Design, Test and User
- System Integration Consultancy, Any system supported via EDI or Microsoft Coding
- Online and Classroom Training for most Epicor topics
- Epicor Service Level Agreements and Service Contracts

Visit us at www.roiconsul.co.uk or send an email to kamran@roiconsul.co.uk for more information.