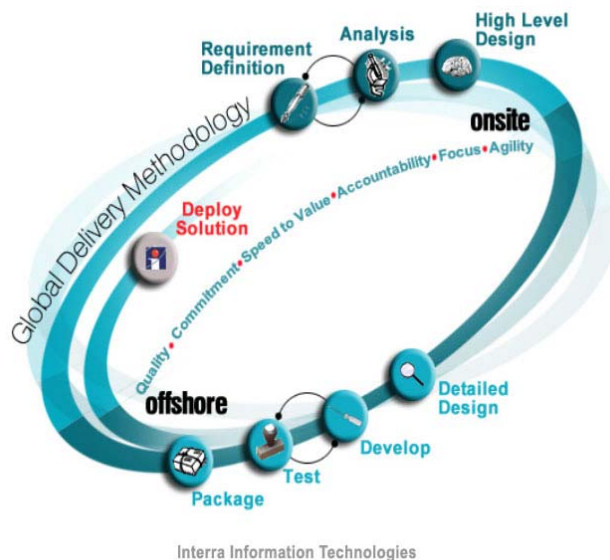


## Introduction

InterralT's Global Delivery Model (GDM) enables its customers to leverage varied locations across the globe that provide optimized value for every component of delivery. Whether it is procuring the best skills, covering 24x7 service spread, lower cost of ownership or leveraging domain expertise, the global delivery model ensures that each of these objectives are met. The model is customized for every project and objectives such as project cost, criticality and level of expertise are determined in advance. Based on this, we evaluate client location (onsite) and InterralT development centers in Noida and Kolkata (offshore) to determine which location would provide the best value in terms of cost, skills availability, service coverage, efficiency and quality of deliverables and move the delivery to a location that provides the best fit.

## How the Model Works

The GDM is based on the onsite-analyst and offshore-developer framework which allows InterralT to split the delivery based on the project lifecycle. The model virtually extends the customer's development center to the state-of-the-art development center at InterralT, India. This development center consists of advanced housing infrastructure, latest configuration of hardware and software, voice and data networks, skilled resources and training facilities. The model works by breaking down an IT project into various phases and selecting the right location for the execution of each phase in such a manner so that time-to-market is reduced, quality is maintained, delivery efficiency is improved and costs are reduced. As a result, the overall return on investment for the customer increases significantly.



### Development Engagement

In a development project, the GDM has been very successful in executing 72% of the project at offshore which includes, detailed design, code development, unit and integration testing and packaging of the software. The delivery activities which are performed onsite are requirement definition, analysis, and high level design. The implementation or solution deployment is done at onsite with continuous support from offshore. This is a model that is used for majority of projects where the skills are available at offshore. In the case of hard to find skills at offshore, the model is altered to leverage the skills at onsite which means that most of the project delivery is moved to onsite with support from offshore on work which can be executed easily there.

### Testing Engagement

In a testing engagement, the ease of setting up the local testing environment drives the decision of selecting a suitable delivery model. InterralT's GDM provides the customer with access to a dedicated testing team which tests software at onsite as well as offshore. In the case of black box testing, it is fairly simple to execute the test cases out of offshore. In other types of testing, InterralT sets up an environment in its testing lab which is a replication of the production environment at customer site. The team then receives builds from the onsite development team and executes the test cases either manually or using automation tools where possible at its test lab in India. In the case where the testing environment cannot be replicated completely at offshore, the assignment is split into onsite-offshore delivery. In this case, part of the testing team delivers onsite at customer location where they have access to the component of the environment that could not be replicated. At the same time, the offshore testing team continue to execute test cases for the same build where the rest of the testing environment was possible to setup.

### Support & Maintenance

In the case of a support project, the criticality of the business applications determines the delivery model. Based on criticality and service levels that need to be met, the delivery is often split into 2 teams where the majority of the team is located at offshore which

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cater to Priority 2 and Priority 3 support tickets. The team size at onsite is minimal to cater to Priority 1 tickets and ensure that the application down time is also minimal. The other support and maintenance activities including root cause analysis and new functionality development is completely delivered from offshore.

The GDM allows the customer to leverage the 24x7 capability with teams working at onsite during customer business hours as well as at offshore for the remaining hours of the day. This ensures a quick turnaround for deliverables and also shortens the delivery cycle substantially. The model also ensures that the best skills and industry practices are leveraged to improve efficiency and deliver quality software.

## **Communication, Visibility & Control**

Communication between onsite/offshore teams plays a vital role in the success of the Global Delivery Model. InterralT has dedicated high-speed voice / data links to the customer's site. Tele / video / web conferencing and e-mail facilities are provided to ensure proper communication between shores. Project reviews and reporting mechanisms are also setup to ensure seamless communications and to keep everybody associated with the project abreast including the upper management.

## **Advantage of Global Delivery Model**

The Global Delivery Model has its obvious benefits that account for its increasing success and popularity. Some of the tangible benefits realized by our customers are

- ▶ Reduced Cost of Ownership  
No development/testing/support infrastructure to invest in, no overhead costs, no management cost, reduced costs of offshore resources... all these translate into lower operational costs for our customers. This combined with the productivity improvement in operations definitely results in lowering the total cost of ownership and improved ROI.
- ▶ Ready Availability of resources and flexibility of deployment  
IT is InterralT's core business. This assures that there will always be ready availability of skilled IT resources that can be immediately deployed for new projects. We have an established recruitment and resourcing practice which is regularly leveraged to secure the hard to find skills from the market as well. The model also provides the customer the flexibility of quick ramp down towards the end of the engagement. This ensures that every new engagement will start on time and end without any resource overheads to the customer.
- ▶ De-risk your critical operations & services  
The Global Delivery Model builds redundancy into your systems and hence de-risks them. InterralT has also implemented an effective business continuity program which allows our operations to be moved to another location within same city or to a different city (Noida to Kolkatta and vice versa) if disaster strikes.
- ▶ Improved Time to Market  
InterralT's rapid resource and infrastructure ramp-up capabilities and 24x7 delivery model have time and again allowed customers to execute critical projects with much lower lead-times.
- ▶ Leverage World Class Quality  
Accredited at SEI CMM Level 5 and having achieved ISO 9001:2000 certification, quality is a way of life at InterralT. All processes ensure the highest quality standards are followed and all deliverables go through the most rigorous quality checks.

It is these business imperatives that act as drivers for leveraging the GDM, making it a strategic tool for gaining competitive advantage by corporations worldwide. The competitive edge provided by the "onsite-offshore" model is very high as is evident from the fact that over 79% of all Fortune 500 companies have a global delivery strategy in place today.



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