

Repositioning Outsourcing  
the **Sustainable Way!**



# First Time Outsourcing (FTO)

Backed by a track record of many years of successful offshore engagements with global organizations, Zensar Technologies has perfected a consultative approach to guide First Time Offshorers (FTO) towards implementing their IT and business process offshore strategies as well as provide expert offshore and multi-shore based service delivery for their needs. In order to individualize services, Zensar has classified the customers as experienced and satisfied offshorers, experienced but dissatisfied and those that are yet to offshore - The First Time Offshorers.

A phased approach for FTOs and a robust methodology that look into the entire process of off shoring from Leadership workshops to an Offshore Governance Framework that helps organizations offshore with right expectations, manage change, address risks and orchestrate the off shoring process successfully, has helped in creating FTO service pack and Advisory services for Zensar.

## From Business Objectives to Execution!

The potential benefit of this integrated approach to outsourcing is far reaching than just cutting costs. When business links are built into the integration plan, a higher order of efficiencies can be reached. Starting with electronic procurement, companies can move to disciplines such as collaborative demand forecasting, design and development, building a sustainable business driven by the urgent need to protect and sustain our planet while fostering economic growth and preserving our quality of life. Interconnecting systems with suppliers and customers to make dramatic improvements in their business processes can transform existing relationships into high value ones in the long run.

The integration journey begins with a single step: The vision for a need to control processes in the face of rapid change in a sustainable way. After that vision is in place, then one can start project management activities like prioritization, identify risks and urgency associated with each particular integration project. And in most situations today it is the combination of the best of IT capabilities and BPO prowess that makes the process really hum when it is moved offshore.

Issues and opportunities around energy, the environment, and sustainability impact every business, worldwide. In a world that is increasingly connected, taking a 'optimized systems' intelligent approach to offerings, processes and infrastructures can be the key to solving sustainability issues.

The current competitive environment also demands collaboration and trading of information in real time to realize mutual and customer benefits. The business needs are thus driving the technology adopted. Software architectures have also gone through a steady state of continual advancement adding increased levels of complexity. What is imperative now is the need of an architecture that helps adjust business processes and applications according to changing market requirements, which is provided by a service oriented architecture (SOA). Modeling the component around a business service maintains linkages between business service, associated business processes, and components that participate in delivering the service functionality. So, when



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