



service offering

RIGHTSOURCE ROADMAP: IDENTIFYING THE BEST APPROACH TO OUTSOURCING

Many software companies are being pulled toward the prospect of lowering their cost through development outsourcing. At the same time we have all heard of project failures when outsourcing was executed the wrong way. As a result, these services wind up costing more since outsourced projects are plagued with poor communication, incorrect execution, attrition and cultural/language problems. If done right, there are many cases where outsourcing can provide great financial and scalability advantages by benefiting from the skilled design and development resources that a development partner can bring.

Neubloc's approach is not to "job shop" our services. We get involved in the initial stages, through development to final maintenance. We provide these services through a combination of US design teams and offshore engineering resources in Eastern Europe (primarily Poland). As part of our initial engagement with all of our customers we encourage our new customers to engage in our RightSource Roadmap offering.

What is a RightSource Roadmap?

The Rightsource Roadmap is a service Neubloc provides to help executives determine the potential strategic fit for implementing onshore and/or offshore outsource of design and development services. It is often very difficult to find the time or appropriate resources to assess the opportunities and issues with making an outsourcing decision.

The Rightsource Roadmap provides an actionable plan that makes specific recommendations as to how to best combine the company's resources with onsite, nearshore and/or offshore resources in the most cost and time effective manner. The Roadmap also identifies potential pitfalls or incompatibilities which would make outsourcing less attractive. Neubloc is only interested in developing long term relationships which result in a mutually beneficial relationship. As a result the analysis is both complete and honest in its appraisal.

What is Delivered?

Each roadmap is customized to the customers environment and goals, and typically contains the following information:

- Analysis of the Company's strategic goals to determine appropriate high-level outsourcing plans.

- Analysis of the Company's products to determine if and when they should be outsourced. Some of the key factors that will be analyzed are the product's maturity stage; team size, culture & composition; specialty/domain skills; release schedules; and intellectual property constraints. Also included is how outsourcing might impact product release schedules?
- Analysis of the Company's product design by investigating user feedback, evaluating design standards and methodology, understanding the product roadmap, and in-house resources, if any. How will outsourcing impact the software product design?
- Analysis of the team's personnel and skill sets (technical & domain knowledge) required to develop the products. Some of the key factors that will be analyzed are core technologies that should remain "in-house" either for competitive reasons or difficult to find skills. Who are the key people and roles within the company? What will be the cultural impact to outsourcing (especially to the key players)?
- Analysis of the Company's average personnel cost (for appropriate roles) to determine if it financially viable to outsource.
- Analysis of the roles/positions that might not be fully addressed by the Company.
- High-level 18 month plan for outsourcing the appropriate portions of the Company's organization. The plan will contain:
 - What products and roles are appropriate for outsourcing? When each product/role should be outsourced.
 - When key activities should be implemented before designated outsourcing efforts are implemented (develop appropriate documentation, cross training, etc.).

What does it Cost?

The RightSource Roadmap is used to the Company and neubloc to help determine if moving forward with an outsourcing arrangement is a viable option. We charge \$5,000 plus travel expenses for this service offering.