

Title of Paper

The five success factors for Offshoring 2.0

Presenter

Arpit Kaushik / Crystal Design Limited (UK)

Session Format

Workshop Tutorial Conference Presentation

Instructional Level

Introductory Intermediate Advanced

Keywords (please mention main topic here if not part of the title)

- Offshore
 - Success
 - Outsourcing
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Abstract

Surveys, case studies and statistics about offshoring paint a mixed picture about how successful it is and how much value is actually realized by customers from it. There are some really successful examples of customers transforming their business from it; and there are horror stories as well about things going awfully wrong. In such a scenario – what do you believe, what do you do, does it work for you or not, can it work for you or not...? . Verdict is - of course offshoring works, but there are certain principles and practices to be kept in mind to make it work. This workshop looks at them.

It will provide insights, recommendations and opportunities for discussion on what you can do to make offshore work in your organisation. More specifically, we will not refer to the first generation offshore model – which was a labour arbitrage based, location specific, task-oriented model – but to the second generation model (2.0), which is a expertise and business outcome based, location independent model.

The workshop is intended for current and potential buyers of offshoring, but suppliers are most welcome as well to get a sense of what they can offer customers to make things work.

Biography

Arpit is the founder of Crystals, a business re-design company firm in London. Crystals help technology-centric companies get unstuck. It brings fresh and clear perspectives that enable organizations to re-imagine their business strategies, improve agility and create new growth paths.

Prior to founding Crystals, Arpit was the head of testing services for a leading global outsourcer. In that role, he grew the business five fold in two years. He carries over a decade of experience across sales, marketing, product management, strategic planning, mergers and acquisitions and leading businesses. Arpit holds degrees in mechanical engineering and business management. Besides work, he loves listening to rock music, doing oil painting, running and collecting vintage fountain pens.

Contact information of Presenter

Arpit Kaushik
Managing Director
Crystals Design Limited, London, UK
arpit.kaushik@crystalsdesign.com
+44 (0) 787 633 7950

www.crystalsdesign.com
