

Title of Paper

The Truth about Outsourcing – Looking Forward to Outsourcing 2.0

Presenter

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Abstract

Since the past few years, everyone has been interested in and talking about, test outsourcing. A lot has been said about when it works, how to choose, what are the expected benefits, what are the pitfalls...and so on. But the content remains the same across those presentations, articles, opinions, judgements, white papers...and frankly, IT'S GETTING BORING.

Why is there nothing new to talk about? Because there is actually nothing new significantly happening! The test outsourcing model evolved about a decade ago and has stayed the same since – a people dependent cost-arbitrage model, where the number of people is the standard currency.

Is this sustainable – probably not. There is key talent shortage globally and more so in the more popular offshore destinations. The strategies being adopted by the large suppliers are geared towards grabbing freshers and churning out half-baked testing professionals. In such a scenario, can the strategy of sending in armies of people to do a job work for you? Are your projects more likely or less likely to succeed if things continue to proceed the way they are? Does test outsourcing actually make you derive a competitive advantage or is it just doing the same as what your competitors are? Do you actually realize the benefits promised by suppliers?

This presentation begins with a quick analysis of the current test outsourcing scenario, moves on to describe real world examples on how the pitfalls of the current scenario show up and what actually happens on the other side, and finally takes a hard hitting stand on the role everyone can play to create something radically new, something that makes a difference in the testing community – Outsourcing 2.0.

The suppliers are not doing much to change the status quo – they are happy sending you armies of people. It's you, the buyer, the customer, who has to drive the change and force the suppliers to innovate.

Biography

Arpit is the founder of Crystals, a unique business design company based in London.

Prior to that he was the head of testing services, Europe for Wipro Technologies, a \$3.5 billion global IT services company. 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 is a mechanical engineer from BITS, Pilani and an MBA from the Indian School of Business.

Besides work, he loves listening to rock music, doing oil painting, running and watching Formula 1 racing.
