

Your Essential Guide to Working with Indian IT Companies

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Table Of Contents

Introduction Indian IT Ecosystem	2
In-house Vs Outsourced Development	3
Nearshoring vs Offshoring: How to Maximise Potential of IT Outsourcing	6
Reasons why businesses choose nearshore outsourcing	10
IT Project Requirements	12
Different Roles in IT Projects	16
Scrum Team vs Traditional Team	16
The Roles in Indian IT companies	17
Successful Software Development – from Signing Throughout the Project	21

Introduction Indian IT Ecosystem

"IT gives a company the advantage it needs to outsmart, outperform, and out-deliver competitors,

Perhaps the only industry whose breadth has grown with time is the information technology industry. For a long time, this industry has been booming, and demand has been skyrocketing. With that in mind, it's no wonder that, according to the Bureau of Labor Statistics, employment in the IT business is expected to grow at a rate of roughly 13% from 2016 to 2026.

For IT businesses, India is the most popular outsourcing destination. The IT industry has experienced significant expansion and has aided in the employment of the country's youth in particular. Indeed, by 2025, the Indian IT ecosystem is predicted to account for 10% of the country's GDP.

India is often regarded as the best offshore option for IT firms. The IT industry has experienced fast expansion and has played a significant role in the employment of the country's youth. In fact, by 2025, the Indian IT ecosystem is predicted to contribute 10% of the country's GDP.

The majority of this is due to the Indian IT ecosystem's tech behemoths. Thousands of employees are hired and brought to these corporations' training facilities. The new workers are put through weeks of intensive training, which includes a mix of basic computing ideas, programming skills, and soft skills.

This guide will include information on the top IT businesses in India, including the number of people they employ, the benefits they provide, employee digital efforts, and the number of freshers likely to be hired this year. The infographic was created after conducting extensive online and offline research. If you're new to the IT world, we hope this guide will make it easier for you to get started.

In-house Vs Outsourced Development

In-house development: Investing in your team

Keeping in-house employees is a good long-term strategy. Long-term initiatives and advancements, especially for well-established companies, would benefit from an in-house IT developer who is familiar with corporate operations, the local language, and culture.

For 'quick entry-to-market' product periods, which would require only per-project staff, this technique would be useless. Only a seasonal' strategy to hiring engineers is required in such circumstances.

Of course, there are situations when hiring in-house comes down to a simple sentiment.

Some businesses prefer to have employees who are "nearby and on-site." This is understandable, given that businesses are looking for a more hands-on approach to IT.

Larger companies would benefit from full-time developers since their skills would always be put to good use. In the case of smaller start-up companies, the initial requirement for in-house talent may be less pressing on such a large scale.

Problems and Challenges

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Market forces are as powerful as they've ever been, and salaries will continue to climb, especially in this tight labour market. Limited HR funds put a strain on the need to offer high-quality service. When implementing new technology, the barriers to entry into the market are higher than a standard hiring process. Smaller businesses may be able to benefit from this situation.

If you're playing by the same rules as everyone else, you'll be at a disadvantage.

The same set of restrictions applies to smaller businesses as they do to larger businesses. The final product will be behind schedule.

A cost-benefit analysis will most certainly be performed regardless of the cost vs. product outcome.

Contrary to the benefits, there is a rule. A smaller in-house team is unable to compete with a larger external team.

In-House

Salaries for IT-related positions are rising dramatically across Europe, and it's all thanks to a surprisingly simple formula. For some, this supply-demand perfect storm is a rewarding career path, while for others, it is an expensive investment.

Of course, the quality of in-house IT development is not determined by in-house placement, as such a project requires time to implement and verify. Smaller businesses would have to devote more effort to locate the right people for their needs.

Outsourcing is a viable and cost-effective approach for filling IT gaps. This isn't to say that it's ideal for everyone involved. We urge that you go within to identify both the company's and the customer's demands.

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Tools are easily available to assist SMEs in connecting with IT professionals who can provide custom solutions. Emerging enterprises should look at regions with world-class IT infrastructure and work cultures that are similar to their home country.

This is the winning formula for determining the highest level of IT talent. Overall, as Western Europe's IT workforce becomes scarce, the problem will worsen. Here working with Indian IT companies help to uplift the businesses.

IT firms in India IT projects that follow project management best practices gain control, flexibility, and transparency. Adapting these processes to the needs of the client, on the other hand, leads to really agile software development.

Outsourcing Software Development

Outsourcing is the practice of contracting services to a third-party provider. It is advantageous in telecommunications and manufacturing for a variety of reasons. Businesses in the IT industry have recently favoured it. As the cost of IT for businesses rises in developed countries, so does the demand for IT positions. With a growing shortage of IT employees, IT outsourcing has proven to be a big boon for European businesses.

You might think of it as a proactive tool for bottom-line growth through the lens of strategy. And, in light of Europe's demographic timebomb and pay discrepancy, it's becoming critical to businesses' survival is critical to a company's existence.

Nearshoring vs Offshoring: How to Maximise Potential of IT Outsourcing

So, you've decided that you want to work on your project with an Indian IT software development team. In this section, you'll learn about nearshoring and offshore development, their benefits and drawbacks, and how choosing one affects project estimation, communication, and delivery.

It's time to pick a location – do you want to hire a company from your own country, a country that is relatively close to yours, or do you care less about distance?

Offshoring is the practice of relocating a company's activities to a different country.

Outsourcing to nations close to a company's headquarters or primary branches is referred to as nearshoring. Time zones, culture, and linguistics are all common elements of both offshore and nearshoring. The relative ease of personal visits, travel distances, and time differences are what distinguish them.

What is Offshoring: Going Far

This is the most widely misunderstood aspect of outsourcing, and it is frequently confused with outsourcing as a whole. Offshoring is the practice of relocating business activities to a different country. This is because different time zones, languages, and cultural landscapes exist.

For years, India and the Philippines have been the most popular outsourcing destinations. These are appropriate for IT, technical, and financial service issues that can be resolved through an online chat or phone call. These countries have a good command of the English language and are culturally aware of the clients' home countries. Most importantly, they are less expensive in terms of human resources.

Offshoring Pros

Here, cost savings and improved travel are crucial. The to-scale savings for the larger firms are enormous thanks to decreased operational wages. General Electric, General Motors, and Microsoft are all massive corporations.

As a result, they would require a large number of workers. These corporations benefit from significant economies of scale by 'opening shop' in India. As a result, their per-worker value is substantially higher than in their own countries.

Airlines are expanding commercial opportunities in cities and countries all over the world. As a result, communication links between developing countries and the West are open.

Offshoring Cons

Initial costs of establishing a large-enough facility in far-flung locations do exist. This includes the facility's setup, employee training, and overhead costs. Offshoring by larger companies with large worker numbers, such as GE, takes a long time to pay off.

When hiring in non-anglophone/francophone countries, cultural and linguistic obstacles are prevalent. This influence back-end/back-office communication between management and outsourced personnel.

Additionally, when engaging with outsourced 'front-office' workers, this has a detrimental influence on customers. Working hour discrepancies will make it harder to solve last-minute difficulties that require rapid attention.

For example, there is a divergence between a London headquarters and its India centre in Gurgaon. This means that treatable problems in Gurgaon may go addressed in London.

Depending on where your outsourcing hub is located, there may be diplomatic, political, or security concerns. These are dangerous to company assets and are frequently beyond the company's control.

What is Nearshoring: Keeping Close

This is outsourcing with a distinguishing feature: distance. This is different from offshoring in that it refers to outsourcing to countries near the company's headquarters or primary branches.

Distance isn't the only factor at play. In truth, there is no clear definition of which outsourcing arrangements belong in which categories. One choice may be preferable to the other depending on the product or service. The IT business, for example, is more favourable to the practice of nearshoring.

Pros of Nearshoring

Closer physical distances result in closer cultures, which improve communication and productivity. Based on the expectations of head office, feedback is more likely to flow correctly. This is essential for establishing mutual trust.

From a financial standpoint, this is analogous to offshore. The differences in average European wages between regions are considerable, allowing companies to save money. Destinations that are hundreds of kilometres away from Toulouse, such as Poland, are a secure bet.

This is in sharp contrast to the 'thousands' of people who fly from Paris to Senegal or Morocco. The short distance between the head office and the hub allows for frequent personal visits.

Nearshoring Cons

Political risks are related to sanctions and violence in some European locales and popular IT clusters. Russia, as well as Ukraine and Romania, are examples of countries with significant levels of corruption. Such elements may have a significant impact on the upkeep of an IT centre.

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There is a need for setup, like with any outsourced business. This could include workplace sites as well as the potential expenses of finding suitable real estate. This can be done by the corporation without the need for local help.

Reasons why businesses choose nearshore outsourcing

Outsourcing to India can help you redefine your business. The following are some of the reasons why businesses choose nearshore outsourcing.

Closer proximity and a comparable timezone

Nearshore outsourcing allows outsourcers to see their outsourcing partners regularly. Travelling between the countries has gotten easier and less expensive as the countries have become closer. Offshore outsourcing may not necessitate obtaining a company visa or complying with onerous regulations. Closer proximity also allows the outsourcer and the vendor to communicate more effectively. Work moves more quickly, and there is a better grasp of what needs to be done. In addition, both countries would be in the same time zone. This makes the work happen at the same time and there is better coordination throughout the project.

Affinity for Culture

Another advantage of nearshore outsourcing is the cultural affinity between the outsourcer and the outsourcing partner. It would be easy to cooperate and communicate because both countries share a similar cultural heritage. The outsourcing partner and the outsourcer have comparable cultural backgrounds, which helps to bridge the gap. This is crucial to organisations because it lessens the challenges that arise from cultural diversity.

Costs of Offshore Outsourcing are Increasing

Outsourcing began primarily as a cost-cutting strategy for businesses. However, as expenses rise in places such as China and India, businesses are looking for cheaper alternatives. Some nearshore areas provide services at a lower cost than offshore places. Because of this benefit, businesses have opted for nearshore outsourcing.

Resources are required.

India is the most popular outsourcing destination right now. However, because there are so many corporations outsourcing to India, outsourcing experts believe there will be a shortage of resources in India over time. Nearshore countries would benefit if organisations were unable to locate resources in China, the Philippines, or other offshore areas in the future. To learn how India compares to the Philippines, read our well-researched essay, Preferred Outsourcing Destination - India versus the Philippines.

Enhanced Stability

Organizations have begun to believe that nearshore centres provide better stability and a more stable environment than offshore centres. Although firms in countries like India have not faced instability, outsourcers have felt compelled to open additional offices in nearshore hubs in case their offshore locations become unstable.

IT Project Requirements

You have a vision. Many of us do as well.

But do you have any idea what the issue is? Most of us, no matter how hard we try, are unable to put it into words.

Of course, you can't claim to know something if you can't communicate it to others. Here's how you may get ready before contacting an IT firm. The last thing to think about before hiring a software development business to work on your project is gathering all of the information you can about it.

The rationale for this is simple: the more prepared you are prior to receiving an estimate, the more accurate and actionable it will be. Software developers don't know your idea, so without solid input from your side, they can't say how long it will take to deliver it, and how much it will cost you.

Goal: Simply expressed, what do you hope to achieve with your project?

Consider your company's business goals and the concrete objectives that have been stated. This, of course, differs from your cause's objectives. In this case, you should also consider whether this project fits into your long-term goals.

These must be comprehensible in terms that both the Developers and your business can verify. Setting widely agreed-upon measurements is the best method to do this.

Take into account specifics like website visits, click-through rates, check out rates, bounce rates, or even just Euros, Pounds, and Dollars.

Goals are sometimes motivated by inspiration, such as a popular trend or a competitor's product. That may also be sufficient to assist you with your brief.

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Time: It took a long time for Rome to be built. Neither was the Valley of the Kings, or, for that matter, Silicon Valley.

Some jobs will take longer than others, especially if you want to complete them properly.

The deadline has a direct impact on the project's outcome, as well as the methods by which it will be completed and the types of features you would like to include.

As a general rule, achieving it 'quickly' will result in 'this quality,' whereas achieving it gradually will result in 'that quality.' When it comes to budgeting, this has much more severe implications! But that's something we'll talk about later.

In this world, one thing is certain: nothing takes five minutes or costs five bucks.

Scope: We'll contemplate and search "deep inside" for this one. This is because this is where the IT project's preliminary soul searching will take place. The scope of the project, what needs to be done, where it will be featured, how it will be done, and who will be engaged must all be determined.

Here are some questions to get your creative juices flowing when working with Indian IT firms:

1. Is this a Mobile App?
2. Is this PC-based?
3. Is this an embedded system?
4. What kinds of functionalities will it have? e.g.:
 - Content Management System (CMS)?
 - Built-in Search Engine?
 - Navigation; GPS or Custom Mapping?
 - Will it Need Accessories or Wearables?
 - Any special Infrastructure?
 - Data Security, how rigorous?

The Project's Current Status

Depending on the project and situation, you may be starting from scratch as a new Project Manager. Make sure to update your new developers on the status of your project, as any existing information will undoubtedly be useful.

Perhaps you've already completed or partially completed a prototype? In this instance, inform them in any event, and be sure to relay any important information.

Most importantly, if you've attempted anything similar before, even if unsuccessfully, be sure to let them know. Communication of outstanding concerns that may have occurred in the past is critical to success.

It works in IT projects just as well as it does in personal relationships!

Greetings to the Team

Get to know the folks! Also, remember to 'talk, speak, talk.' Success comes from having a clear knowledge of the situation.

Did you know that 98 per cent of the IT business is based on people understanding each other? Communication, setting expectations, and negotiating between stakeholders is at the heart of everything.

Take care to avoid costly misconceptions in projects as advanced as IT development!

Have you specified and conveyed your project's parameters? Have you double-checked that they're fully comprehended? Finally, is your IT Development team fluent in your native tongue?

Budget

It's a significant event.

Enough money may even bring the earth's rotation to a halt. No project in history has ever been approved for such a sum. At least not yet.

Know how much your organisation is willing to pay in the instance of your project.

Keep this in mind when setting your expectations.

To put it simply; the greater the budget, the wider the possibilities range. New functionalities need time to test, whereas features will need development funding too. Money plays a decisive role in final quality. Bugs and glitches are best addressed with room in the budget to deal with this issue.

Wireframes & Mock-ups

We don't always know what's going on. However, we do have hints from time to time.

Details, as well as any specifics, are unquestionably beneficial. A simple vision can sometimes be the framework for success; make sure to discuss any preliminary ideas and goals with your development team. A reputable software business should be able to respond to your proposal in a professional, concise, and non-judgmental manner.

Different Roles in IT Projects

Finding developers for your team, completing a certain assignment, or developing an application are all examples of this.

However, developers are similar to athletes in that they all have distinct specialisations and levels of experience. Such a search is... worthless if you aren't explicit about your needs and expectations.

You'll learn about various roles and responsibilities in IT projects in this section.

Isn't that a lot? Allow us to assist you with this. Let's imagine you operate a small business or a start-up and want to outsource some work.

You may not be aware of the tasks and responsibilities of each member of your remote team if you haven't used such services before.

First, let's go through two different approaches to project management that is legally recognised project team-building techniques.

Scrum Team vs Traditional Team

Scrum Team

There is no organisational head in a Scrum team; it is a self-managing team. There are team responsibilities that do not overlap with IT positions, and team members make their own decisions about work principles.

Because of significant degrees of autonomy and a lack of external control features, it's a fun way to run a project from the perspective of the team members.

Scrum teams, on the other hand, are limited in size (maximum of 9) and are unable to accurately predict labour expenses for long-term projects.

Traditional development team

A typical development team, on the other hand, is organised around a clear hierarchy of team responsibilities, with leaders and managers at the top of the tree of relationships. Through analysis, such a team structure allows the project manager to have more control. This, too, allows for the possibility of anticipating dangers.

As team members' frustrations grow over time, the team as a whole may feel less comfortable. On the other hand, it's always apparent who's in charge of important choices and what everyone's obligations are.

The Roles in Indian IT companies

Project Manager

Works at a higher level of abstraction and is in charge of budgeting, risk management, schedule management, and contract management. Project managers are likely unfamiliar with the technical features of the product they're developing. They employ several approaches and are mostly concerned with project management.

A PM will make certain that no changes are made that are incompatible with the standards.

Product Owner

This person is similar to an analyst in that they focus on a product and its features. Their major responsibility is to ensure that the company's value is maximised (suitability of the product to use). Because they adopt an agile approach, product owners are focused on constant change.

Team Lead

Generally, one of the developers, not necessarily the most senior, is assigned to this task. This person should possess leadership abilities that enable remote teams and, for example, clients to communicate effectively. Team leaders are in charge of ensuring the team's performance levels are adequate, as well as preventing and resolving conflicts.

Tech Lead

We used to refer to tech leads as "architects" instead of "tech leads."

Nowadays, the term 'analyst' is more appropriate. But who is this person? It is, in reality, the 'lead example' when it comes to team members' technical understanding.

Tech leads can help with difficulties that aren't directly related to the development process, such as issues with external providers or issues with hardware.

Full-Stack Developer

It's a coder who isn't focused on a single field. A full-stack developer may appear less advanced than a front-end or back-end developer as a result of this. They can, however, implement a solution on every architectural layer of the system due to their extensive range of knowledge and talents (view, business logic, database). A full-stack developer is essential in less complex, demanding projects where cost is a major factor.

Front-end Developer

Front-end developers are the link between the end-user (the user) and the provided business solution (a system in the process of being implemented). On the one hand, this person must ensure that the user receives the best possible application reception (interface responsiveness, content clarity). On the other hand, they're in charge of ensuring that the business logic layer is properly communicated.

Back-end Developer

A programmer's primary responsibility was to create business logic and data layers. Because elements are so important to the system's operation, the quality of the back-end developer's work is critical. Furthermore, in the case of larger, more sophisticated systems, a developer's ability to construct data queries.

QA Lead

The Quality Assurance Lead is in charge of forming and managing the QA team. One of their most important roles is to maintain an appropriate relationship level between people responsible for different parts of the system that are still being built. Finally, the end users' reactions to the brand-new system are essentially the responsibility of a QA manager. A QA Lead, like a Team Lead, is responsible for maintaining good relations among QA team members, resolving problems, rewarding good work, and encouraging self-development.

QA Engineer

The person in charge of developing tools for automating software quality assurance operations. It is feasible to check for regression issues using this type of software testing. In other words, this is to ensure that work on new features hasn't resulted in faults in portions of the system that are currently operational. It's a major benefit because it reduces labour costs (duplicative testing by testers) and shortens the time it takes to verify stability.

Tester

Testers fill a role in the QA team that is otherwise unfilled. They are mostly in charge of performing manual testing, which entails verifying the system by using it similarly to how end users will do so. A tester must suggest alternate paths, boundary conditions, and exceptions in addition to the most likely conventional technique to using particular features. This will help to eliminate as many existing problems as feasible.

UI Designer

The UI designer's primary responsibility is to prepare or create the user interface. This entails transferring client or product-related content, style, and visuals to a system presentation layer.

Such a person can utilise prototyping tools to create a template of the application's user interface with a client. Later, this individual will collaborate with a UX designer and a front-end developer to provide a solution that meets the expectations and specifications.

UX Designer

It's a function that, unlike the UI designer, is characterised by a less 'digital' approach to a user interface. The UX designer - UX stands for User eXperience – is responsible for ensuring that end users have the best possible experience when using an app. Such person-centred work entails more than just analysing user behaviour. It also considers what the competition is up to, as well as the ever-changing methods of human-computer interaction.

Successful Software Development – from Signing Throughout the Project

You did an excellent job!

You signed the contract and began your agreement with a set of eager and good expectations. Things are already going well from the ground up, in your opinion. The terms have been worked out and are ready to be implemented.

However, expectations shift. Realities shift as well. It's safe to suppose that things will never be the same again. However, you want to make sure that your first decision is still a good one.

You may keep a healthy, transparent, and cooperative connection with your software engineers by paying attention to several little-known problem areas. Many project managers don't realise how to keep this touch and communication as easy and efficient as feasible.

Maintaining the festive mood is a simple scenario – and keeping the joyful momentum going is only a matter of taking preventative precautions. You'll be confronted with the realities of IT project communication at this stage.

Getting Started

We want to create the framework for the agreement and what will happen when the accord is signed. Hiring an outsourced development team for your organisation necessitates a one-of-a-kind technique to ensure effective collaboration.

It'll look wonderful at first, but you'll need consistency in even the smallest, most boring areas of your collaboration to keep it going. Maintain a mutually respectful environment by scheduling meetings and catch-ups at regular intervals. One of the things you can control is the frequency of your meetings. The majority of other difficulties, on the other hand, are not.

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Business objectives may vary over time, which may have an impact on your project's priorities for several reasons. Events at your firm, as well as external influences, might have a negative impact. Remember to plan for the worst-case scenario.

As a result, awareness is an important beginning point for the project.

Communication

Blurred lines in a partnership can derail phases, lead to squabbles, and even result in a project that is late or incomplete.

So, if you choose to merely stay on course' without maintaining regular contact, things may take a turn for the worst sooner or later. Make sure to stay on top of any difficulties and have a thorough understanding of all underlying circumstances.

The tools for creating this communication are all around us, and they come in a variety of shapes and sizes.

There will be an option to suit your preferred manner of interaction.

Language

English is a worldwide language. However, it is still a second language for one or both parties in many circumstances. Use clear, unambiguous language and expressions that are difficult to mistake. Even the most basic phrasings are affected by cultural variances.

In Germany, words like 'soon' may have a completely different meaning than, say, in Colombia. Conversations can be thrown off just as easily by jokes. Excessive humour, whether frank or sarcastic, runs the danger of being misunderstood. Make certain to pay attention to this as well.

Make sure you get feedback after giving directions for peace of mind. This is the most reliable technique to ensure that your communications are understood.

Clarity

Is everyone in the group 'on the same page'? Is it true that everyone understands each other?

A lack of it can result in a major flaw in the middle of a project. This is the epicentre that may bring it all down, fuelled by misunderstandings and missteps. Several potential issues include squandered effort correcting errors. Please consider the following to avoid this:

Identifying goals

Have you received any feedback or follow-up from your development team since giving these goals and targets?

Timelines

Intro and outro meetings are required to keep things on track throughout critical stages of projects. Have you scheduled meetings and milestones in advance? Remember why you were so sure of yourself in the first place.

Your expectations vs. reality in your team's work may have produced temporary disillusionment; however, keep in mind that things change in most planned operations. Trees are majestic, but even they are guided by the gentlest of winds, as the saying goes.

As a general guideline, go back to your initial goals. Are they being followed, and if not, are any changes being made to meet these goals? This type of information should be available from a company with a proven track record of completing projects.

Overall, your ability to trust your instincts and pay attention to details is crucial to your success. It's also important to have a strong company reputation. Above all, your knowledge will direct your efforts toward a well-deserved project win.



Thank You !

We hope you have enjoyed reading this e-book.

Don't hesitate to contact us for a free consultation on your online business initiatives to get honest opinions on defining your online business strategies.

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