

Outsourcing To India The Offshore Advantage

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Encyclopedia of Information Science and Technology Mehdi Khosrow-Pour 2009 "This set of books represents a detailed compendium of authoritative, research-based entries that define the contemporary state of knowledge on technology"--Provided by publisher.

Global Outsourcing of Jobs. Pros and Cons Caroline Mutuku 2018-07-05 Academic Paper from the year 2018 in the subject Business economics - Business Management, Corporate Governance, grade: 1, , language: English, abstract: Global outsourcing of jobs is one of the most debated topics in management studies over the years because of the increasing concerns on economics perspective, technological perspective, organizational perspective, political perspective, and strategic perspective. Research shows that the labour market abroad has been increasing over the years thus posing an economic challenge at home, and this is the reason why most of the firms both large and small outsource jobs for instance, professional services in the less expensive labour markets abroad. Most of the leading firms across the globe outsource most of the jobs for instance, professional services so as to achieve a competitive advantage. However, most of these firms are faced with the need to examine the long-term impacts on the business and the society (both pros and cons of global outsourcing of jobs) for competitive advantages. From an economic perspective, it is argued that cost consideration is the most prominent decision making factor in any organization as most of the managers aim at minimizing the cost of operation so as to achieve a competitive edge in the global market because the goods and services are made competitive in

the global market. However, there are those who argue that global outsourcing of jobs results into permanent job loss home, and this has an impact on the society where these firms operate. That said, global outsourcing of jobs needs to be analyzed in details in order to examine the benefits and costs associated with it before making outsourcing options. The research paper will, therefore, analyze some of the pros and cons of global outsourcing of jobs which can be used by managers as they make their outsourcing options for competitive advantage in the global market.

Outsourcing to India - A Legal Handbook Bharat Vagadia 2007-08-14 This book offers concise, digestible and relevant legal advice to help ensure an outsourcing deal delivers on its promise. It also provides a checklist for companies to ensure critical factors are adequately addressed within their contract with the service provider.

Information Technology Outsourcing Suzanne Rivard 2015-03-26 This new volume in the "Advances in Management Information Systems" series presents the latest cutting-edge knowledge in IT outsourcing. As part of the growing business trend to outsourcing various operations, IT outsourcing both determines the governance of a vital organizational function and influences the processes of exploitation and exploration in all other functions of an enterprise. In keeping with the mission of the "AMIS" series, the editors of this volume have framed the domain of research and practice broadly. "Information Technology Outsourcing" provides leading edge research on both the variety of decisions regarding the outsourcing of IS services and the management of the relationship with service suppliers.

Electronic Business: Concepts, Methodologies, Tools, and Applications Lee, In 2008-12-31 Enhances libraries worldwide through top research compilations from over 250 international authors in the field of e-business.

Outsourcing to India Mark Kobayashi-Hillary 2010-10-14 Introduction to key background information on India, its culture and its history as well as its industry. Step-by-step guide through the whole outsourcing process. Guidance from leading managers and industry experts. Each chapter can be used as a primer on a particular subject. Updated information on companies and the Indian market.

Ethics in Information Technology George Reynolds 2014-01-01 Gain a strong understanding of the legal, ethical, and societal implications of information technology with Reynolds' ETHICS IN INFORMATION TECHNOLOGY, Fifth Edition. The latest edition of this dynamic text provides up-to-date, thorough coverage of notable technology developments and their impact on business today. You will examine issues surrounding professional codes of ethics, file sharing, infringement of intellectual property, security risk assessment, Internet crime, identity theft, employee surveillance, privacy, compliance, social networking, and the ethics of IT corporations. This

book offers an excellent foundation in ethical decision-making for current and future business managers and IT professionals. Unlike typical introductory Information Systems books that cover ethical issues only briefly, ETHICS IN INFORMATION TECHNOLOGY provides thorough coverage to prepare the individuals responsible for addressing ethical issues in today's workplace. You will learn how to examine ethical situations that typically arise in IT and gain practical advice for addressing the relevant issues. Up-to-the-minute business vignettes and thought-provoking questions challenge your knowledge, while features focused on decision-making--including updated Manager's Checklists--provide brief, critical points to consider in making key business decisions. Trust ETHICS IN INFORMATION TECHNOLOGY, Fifth Edition, to equip you with the understanding of IT and ethics needed for confident decision-making and professional success. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

India in a globalized world Sagarika Dutt 2013-07-19 This book looks at India in the context of a globalized world. It starts by looking at the history of Indian civilization, exploring the roots of Indian identity and highlighting processes such as foreign invasions, foreign trade, cultural imperialism, colonial rule and the growth of Indian nationalism. The book examines the gradual democratization of Indian politics. Cultural and ethnic divisions in Indian society are examined in depth, as are the problems that have prevented economic development and stood in the way of economic liberalization. The history of India's integration into the global economy is considered, and the opportunities available to the country in the early years of the 21st century are detailed. The final chapters consider the Indian government's perception of the Indian diaspora, as well as the changing priorities reflected in India's foreign policy since 1947.

Growth in services outsourcing to India propellant or drain on the U.S. economy?

Business Process Outsourcing for Strategic Advantage Saxena 2009
Collaboration in Outsourcing S. Brinkkemper 2016-01-06 Although IT outsourcing is nothing new, it remains surprisingly challenging for professionals. This book assists the IT professional in several areas of the outsourcing process: establishing outsourcing relationships, maintaining and managing the relationship, and finally governing outsourcing projects successfully.

Global Information Technologies: Concepts, Methodologies, Tools, and Applications Tan, Felix B. 2007-10-31 "This collection compiles research in all areas of the global information domain. It examines culture in information systems, IT in developing countries, global e-business, and the worldwide information society, providing critical knowledge to fuel the future work of researchers, academicians and

practitioners in fields such as information science, political science, international relations, sociology, and many more"--Provided by publisher.

What's This India Business? Paul Davies 2008-01-28 Proven strategies and behind the scenes advice for any company considering business in India.

Lead Market India Cornelius Herstatt 2016-11-26 India is still perceived by some as a developing country that has yet to create world-class products of its own. However, this book shows that in recent years India has emerged as a lead market for frugality-driven innovations that are affordable, robust and successful even outside its geographic boundaries. Many global companies have recognized these changes and are ramping up their local R&D capabilities. At the same time, several Indian firms are venturing out to international shores and gaining access to new markets. Using a top-down approach, the book takes a closer look at systems of innovation at work and presents examples of successful, corporate innovations in multiple industries and their contextual conditions.

Managing IT Professionals in the Internet Age Yoong, Pak 2006-07-31 "This book explores the ways in which the work life of IT professionals - from the perspectives of both the individual IT worker, and managers of such workers - has had to change and adapt to the Internet Age"--Provided by publisher.

Offshore Outsourcing Marcia Robinson 2005

IT Outsourcing: Concepts, Methodologies, Tools, and Applications St.Amant, Kirk 2009-07-31 "This book covers a wide range of topics involved in the outsourcing of information technology through state-of-the-art collaborations of international field experts"--Provided by publisher.

Business Process Outsourcing Nayan Barua 2009-01-01 The book deals with the emerging concept of BPO s and KPO s in the service industry. With the advent of the era of competition and gradual opening up of the economy, there is relocation of manufacturing and service all over the world based on cost and people considerations. At this juncture, the concept of outsourcing has come up as a major development with flourishing call centres. The service providers are moving into value creation and enhancement of changing perception of employees as a ground for competitive advantage in the industry with and intention of long term sustainable growth. At the same time knowledge process outsourcing have come to occupy a prominent position with increasing competence in the field. The knowledge services provide new vertical opportunities and global financial institutions are recognizing India s capabilities for high end outsourcing in this area The book, therefore is an attempt to bring forward the changing trend in business practices in vogue in various organizations in the globalized world. Contents Part I: Outsourcing: A Myth or a Reality; Chapter 1:

Offshore Outsourcing: A Myth or a Reality by T C Saha and Debashis Sur; Chapter 2: BPO as a Great Opportunity for India: Myths and Realities by Shiv Kumar Sharma and Vijay Laxmi; Chapter 3: Business Process Outsourcing: Realities by P Bezborah, Rashida, T Noorain and Kakali Mahanta; Chapter 4: Outsourcing: Myths and Realities by S K Gupta; Chapter 5: Outsourcing: Myths and Realities by M Surat Kumari; Chapter 6: Outsourcing: Its Myths and Realities by Nitu Agarwal and Karishma Sarkar; Chapter 7: Outsourcing: Myths and Realities-An Analytical Study of ITES-BPO Sector in India by Abhigyan Bhattacharjee; Chapter 8: BPO: The Myths and the Reality by Pramod Kumar Agarwal; Chapter 9: The BPO Revolution: Myths and Realities by Sunita Sharma; Chapter 10: Outsourcing: Myths and Realities by V T Ramakrishna; Part II: Emerging Trends of Outsourcing in India: The Pros and Cons by G L Gaur; Chapter 12: Emerging Trends in BPO by S V Satyanarayana and A Sudhakar; Chapter 13: Business Process Outsourcing and its Future Role in Indian Economy by Swami Prakash Srivastava and Bhawana Saini; Chapter 14: Business Process Outsourcing in India: A Critical Study by Debdas Rakshit and Swarnabha Das; Chapter 15: BPOs are India s Growth Engines by Mahesh Chandra Prasad; Chapter 16: Future of Outsourcing: Indian Perspective by Sadia Khan; Chapter 17: Present Status of BPO Industry in India: Challenges and Opportunities by N Subba Rao and G Syamala Rao; Chapter 18: Outsourcing: Preserving the Boom in Indian Economy by Tek Nath Singh, Mohan Thakur and Sujata Sharma; Chapter 19: Business Process Outsourcing: The Indian Advantage by Israel Raju Vuram and G V S Sailaja; Chapter 20: Indian BPO Industry and its Challenges by Saurabh Sen; Chapter 21: Business Process Outsourcing in India: Present Status, Prospects and Future Challenges by G M Dumbre and M B Khandare; Chapter 22: The Changing Facio of Indian Outsourcing Industry by R S Yadav; Part III: Financial and Accounting Services: Chapter 23: BPO: Potential in the Insurance Sector by S C Das; Chapter 24: Outsourcing in Financial Services by V Krishna Mohan and D Suryachandra Rao; Chapter 25: Outsourcing iin Banking Sector: Myth and Realities by D M Khandare and Mohan S Rode; Chapter 26: Outsourcing in Reference to Finance and Accounting Akhil Mishra and Reema Srivastava; Part IV: Knowledge Process Outsourcing; Chapter 27: Knowledge Management and Knowledge Process Outsourcing by B Vijaya and Veerendrakumar; Chapter 28: Knowledge Process Outsourcing (KPO): The Emerging Opportunity by P K Yadav and Sanjay Misra; Chapter 29: Strategic Response to Integrated Learning Solutions through Knowledge Management Outsourcing by Sanjana Gupta, Pooja, Bhupinder Kaur and Lata Sharma; Chapter 30: Knowledge Process Outsourcing (KPO) in India: Some Issues and Challenges by Ramesh O Olekar; Part V: Human Resource; Chapter 31: ITES Outsourcing: The Right HR Strategy by K Raji Reddy and T Krishma Kumar; Chapter 32: Recruitment Process Outsourcing: Myths and Realities by K V Geetha Devi; Chapter 33: Human Resource Outsourcing: Some Issues by S Arvind, P Paramashivaiah and R

K Ramesh Babu; Chapter 34: Job Satisfaction in BPO Industry by K Sridevi; Part VI: Miscellaneous; Chapter 35: The Outsourcing Story by Krishna Kumar Agarwal and Meenakshi A Singh; Chapter 36: Business Process Outsourcing: Does it Have Future? by Sureshramana Mayya; Chapter 37: Blooming and Glowing BPO by T Ramesh; Chapter 38: Business Process Outsourcing: Benefits and Challenges by Pandit C Bilange and Kallinath S Patil; Chapter 39: Business Process Outsourcing: A Global Experience by G P Prasain; Chapter 40: Outsourcing: Emerging Trends in Indian Advertising Scenario by Umesh H Arahunasi and Mallikarjun N Kaddipudi

Strategic Use of Information Technology for Global Organizations

Hunter, M. Gordon 2007-04-30 "This book provides valuable insights into the role of the CIO, his interaction within the organization and external relationships with vendors and suppliers. It emphasizes the need for balance between management and technology in the role of CIO, and focuses on this role as an expert on information technology, and a leader in the appropriate application of IT"--Provided by publisher.

Handbook of International Human Resource Management Paul Sparrow 2010-12-03 From the mid-1980s to the turn of the 1990s the international HRfield was considered to be in its infancy. There continues to be both an evolution of territory covered by the field - a series of successively evolving cultural, geographical and institutional challenges faced by the multinational corporation (MNC) - as well as more critical questioning whether this has created an expanded or a fragmented field. This book brings together the latest research on important "issues-driven" concerns that the field of IHRM now has to face, absorb, interpret then reanalyse through international lenses. This volume gives attention to those aspects of MNC behaviour - choices about location, how they organize local subsidiaries, choices made about technology, capital and labour, and choices made about investments and strategies - that are subject to institutional influences. It also gives voice to a number of contemporary issues - reverse knowledge flows, skill supply strategies, employer branding, e-enablement, outsourcing, global networks - that now need to be accommodated within the field. Broadens the IHRM field to cover comparative and institutional perspectives Provides a multi-level analysis of globalization phenomena at the individual, organization, and macro level Focuses on the current problems and issues driving the attention of IHRM Directors

Outsourcing: The Competitive Advantages Ade Asefeso MCIPS MBA 2011-02 There are a number of core strategic questions which firms need to answer when entering into an outsourcing arrangement. The most significant is to what extent a firm should be prepared to outsource areas of potential competitive advantage. If one takes the view that outsourcing is driven by a desire to reduce costs, by buying into a consistent set of scalable processes which are shared across a number

of organisations, then it follows that none of these areas should (or could) be sources of unique competitive advantage.

IT/IS Offshore Outsourcing - Key risks and success factors Matthias Siebert 2010-08-17 Essay from the year 2010 in the subject Information Management, grade: 2,3, University of Göttingen, language: English, abstract: The enduring impact of the financial crisis forces more and more businesses to concentrate on their key competences because of dwindling sales. Nevertheless shareholders demand a reasonable reward for their investment in the business, customers expect an equal quality level and staff won't accept salary cuts. One possible solution to satisfy at least the shareholders and customers is offshore outsourcing of IT/IS-services. Information technology (IT) and information systems (IS) are very complex topics in many cases and cause high costs. During the recession, cost cutting is often the number one strategy to keep the business running and beyond the break-even.

Outsourcing to India Mark Kobayashi-Hillary 2004 Annotation. "This book aims to introduce India, the major players in the Indian service industry, the reasons why you should utilise India as an offshore outsourcing destination and the steps you need to take to find and work with a local partner." "The second edition has been completely revised with up-to-date information on the latest industry developments. Several chapters have been entirely restructured and two completely new chapters deal with the risks of outsourcing to India and the future prospects for the industry."--Jacket.

Global Strategy Andrew C. Inkpen 2006 Looking at the question of how firms can compete in a global environment, the authors examine the issues considered central to the study of strategic management in a global context. They deal with a diverse set of important strategic topics by integrating research with practical examples and case studies.

Knowledge and Technology Management in Virtual Organizations: Issues, Trends, Opportunities and Solutions Putnik, Goran D. 2006-12-31 *Knowledge and Technology Management in Virtual Organizations: Issues, Trends, Opportunities and Solutions* presents a collection of the most recent contributions in the areas of organization, knowledge, and technology management in the context of virtual enterprises. This book contains important and in-depth information on four dimensions: semantic, managerial, technological, and social. The semantic dimensions covered in this book are ontological and organizational approaches, concepts, organizational models, and knowledge management models. In respect to managerial dimensions, this book covers process management, integration management, relationship management, process integration, knowledge management, technology integration management, and information integration. *Knowledge and Technology Management in Virtual Organizations: Issues, Trends, Opportunities and Solutions*

presents the technological dimension by explaining the infrastructures and technologies to support technology and information integration standards and protocols. Lastly, this title highlights the social dimension, including human resources management, human resources integration, social issues, social impact, social requirements, and communities of knowledge.

Outsourcing To India: The Offshore Advantage, 2E Kobayashi 2005-01-01
Handbook of Research on Global Information Technology Management in the Digital Economy Raisinghani, Mahesh S. 2008-01-31 Includes the most important issues, concepts, trends and technologies in the field of global information technology management, covering topics such as the technical platform for global IS applications, information systems projects spanning cultures, managing information technology in corporations, and global information technology systems and socioeconomic development in developing countries.

What's This India Business? Paul Davies 2004-03 In *What's this India Business?* Paul Davies reveals the secrets you need to take full advantage of the competitive edge that India can give your company. A major global services revolution is happening, and India is at the forefront.

CIO 2007-10-15

Strategic Outsourcing Balram Dogra 2007 Papers presented at the National Seminar on Strategic Outsourcing, held at Jalandhar on 17th December 2006.

Indian Take-away Jim Downey 2005 There is still a great deal of hype (and hysteria) about offshore outsourcing, but very little clarity or plan of action for many businesses looking to understand the trend. Most literature on the subject is aimed at large organisations and businesses with an existing global presence. This is a significant oversight, since the SME sector accounts for a substantial proportion of economic wealth in the developed world and can benefit equally (if not more so) from the advantages of offshoring.?- from the Introduction This book is the first to introduce, explain and explore the potential of offshore outsourcing for small to medium-sized enterprises (SMEs) ? an innovative business strategy that goes beyond cost reduction to significantly transform business performance. Providing a practical and clear guide for SMEs to follow for a successful first venture into offshoring, *Indian Take-Away: Offshore Outsourcing for SMEs* covers all the fundamentals, from getting started to making the move and managing risks.

The Outsourcing Bible Scott Gray 2019-01-15 Small businesses can benefit from business outsourcing. Rather focusing exclusively on the costs of outsourcing certain activities of your business, you should also consider the benefits such a change would bring. Cost Reduction Business outsourcing can help lower your business's expenses. Let's say you have clothing business. The equipment you're using is not the

best in the line, and it contributes to increasing your production costs. But what if you simply outsource your equipment needs instead?

Outsourcing and Offshoring Mário Franco 2021-07-07 Outsourcing and offshoring are typically viewed as phenomena allowing competitive advantages for organizations, but some studies have not included the risks, benefits, and challenges of these types of strategies. As such, this book fills this gap by combining several studies from different perspectives. The chapters follow several approaches and applications that researchers explore in different contexts. This book adds to the body of knowledge in outsourcing and offshoring areas and shows how these strategies can stimulate organizations' development in various countries and regions worldwide.

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E-Business Process Management: Technologies and Solutions

Sounderpandian, Jayavel 2007-01-31 "This book explores the issues of supply chain management with new perspective providing examples of integrated framework for global SCM, novel ways of improving flexibility, responsiveness, and competitiveness via strategic IT alliances among channel members in a supply chain network, and techniques that might facilitate improved strategic decision making in a SCM environment"--Provided by publisher.

Intelligent IT-Offshoring to India W. Messner 2010-04-14 Enables companies to discuss and organize offshoring IT work to India and the opportunity to industrialize the IT delivery chain allowing countering cost pressures. Offshoring is considered as a lifecycle and the book provides a practical framework for assessing the offshore readiness and conducting a lean provider selection process.

The Role of Organisational Change Management in Offshore Outsourcing of Information Technology Services T. R. Ramanathan 2009-03-01 This research study seeks to understand the nature of organisational change with respect to offshore outsourcing of information technology services in a multinational pharmaceutical company, and to examine the effectiveness of approaches used to manage this change so that lessons may be drawn from these experiences. Despite the abundant literature on effective organisational change management, the key factors that need to be managed properly at different stages of the offshore outsourcing process are not well understood. The research adopts a processual view to paint a broad picture of the issues involved in these different stages. A generic process model of change, based on the review of the change literature, was first developed to represent how change was intended to occur. This model focuses on the following four stages in the change process: context, diagnosis and planning, implementation, and institutionalisation. The research employs an interpretive case study approach and draws on fieldwork from three independent information systems departments (cases) of the company,

where offshore outsourcing programmes were implemented. Qualitative data from semi-structured interviews, direct observation and document analysis are analysed by applying the generic process model to produce a detailed account of the way in which change was managed in the case organisations. The findings reveal that a combination of contextual factors, both external and internal to the company, influenced the adoption and use of offshore outsourcing in the case organisations. Externally, the economic forces were found to be the main catalyst for the change, while internally the role of the executive leadership and the lack of internal resources further explain the motivations behind the adoption of offshore outsourcing. The study illustrates that achieving successful outcomes from offshore outsourcing activities critically depends on the organisation adequately addressing a number of factors, such as conveying a sense of urgency, developing and communicating the vision, identifying the benefits of change and how they will be delivered, generating short-term wins, providing education and training, developing a fit between the change and organisational culture, etc., throughout the change process. The findings also highlight the effects of offshore outsourcing on the case organisations, including change in job roles and responsibilities and organisational learning activities that enable corrective actions to improve change management efforts. An important contribution of this research is the development of a model providing a more comprehensive understanding of the change process associated with the implementation of offshore IT outsourcing. Recommendations for policy makers and change managers to improve change management practice based on the research findings, as well as recommendations for further research, form a significant part of the conclusions.

Fast Boat to China Andrew Ross 2006-04-04 Most Americans today are aware that jobs are being outsourced to China, India, and other nations at an alarming rate. From factory jobs to white-collar, high-tech positions, the exporting of labor is one of the most controversial issues in America. Yet few people know much about the other end – about the people who are actually working these jobs and how their own lives have been thrown into tumult by these new economic forces. Andrew Ross spent a year in China, interviewing local employees and their managers in Taiwan, Shanghai, and the far western provinces. In this engaging and informative book, he shows how the Chinese workforce has inherited many of the same worries as American workers, such as job instability, long hours, and awareness of their own expendability. He reports on the daily reality of corporate free trade and explores the growing competition between China and India. This is an eye-opening exploration of an unseen side of our globalized world.

The Indian Offshore Advantage Ian Hunter 2006-01-01 Offshoring to low-cost environments has increased over the last five years and the HR

function is an obvious potential candidate for this strategy. 'The Indian Offshore Advantage' is a definitive research report in this specialist field for any organization considering this step.

The Offshore Nation Atul Vashistha 2006-03-03 Widely practiced by many Fortune 500 companies, global outsourcing has become one of the key strategic imperatives for successful enterprises. Often referred to as offshore outsourcing, services globalization is the next step in the evolution of global trade and capitalism. Top organizations are performing, buying, selling, and transforming services at an incredibly quick pace. Written by outsourcing and global services experts Atul and Avinash Vashistha, The Offshore Nation presents a comprehensive, balanced view of the rapid growth of outsourcing and its expanding role in corporate strategy, providing a roadmap for business leaders and upper-level managers to plan their own strategies. Drawing upon their vast experience as consultants to Fortune 1000, multinational corporations, the authors help you determine what role offshore services should play in your company, how to integrate the strategy into your overall corporate identity, and successfully manage the initiative on an enterprise-wide level. This practical, strategy-packed guide outlines the "big picture" of outsourcing, breaking down its different components and examining its impact on world and local economies and employment shifts. Covering outsourcing in many different countries and a variety of services--from IT, telecom, and customer service to accounting--the authors reveal best practices and step-by-step, proven methods for: Building a sound globalization strategy Identifying the processes that are mature enough to send offshore Choosing the right business model for globalizing IT, back office, and other services Attracting and retaining customers Effectively managing your suppliers Chock-full of valuable insights and tactical advice, The Offshore Nation is the authoritative primer for global outsourcing, helping companies to minimize the risks and maximize their return on investment.