

Software Development Services

Enhanced ROI through Process-Centric Outsourcing



Osellus is a process-centric software development company. Our clients range from fortune 100 companies to small/medium enterprises. As an independent software vendor (ISV), we specialize in software innovations and custom application development. We employ a flexible delivery model to provide development services for various engagement types using our process-centric approach. Our ability to help you goes beyond writing code. From analysis, design, development, testing, deployment, and maintenance, our expertise encompasses the full spectrum of the Software Development Lifecycle (SDLC). Whether you are looking to outsource a complete software application, or are seeking additional talents to help with a specific stage of development, the Osellus team can extend your development capabilities and deliver solutions that fit your needs.

Use Osellus software development services for:

- » Custom Application Development and Maintenance
- » Product Reengineering and Enhancement
- » Product Technology Migration
- » Enterprise Application Integration
- » Web Development
- » Portal Development
- » E-commerce Solutions

Osellus service include:

- » Software Research and Prototyping
- » Requirements Analysis and Specification
- » Software Product Design and Development
- » Component Design and Integration
- » Full Product Testing Cycle
- » Customization Services
- » Documentation
- » Software Product Support

Our Process-Centric Approach

As a leading provider of software process development solutions, Osellus understands the importance of processes in successful outsourcing engagements. In order to deliver quality results for our clients, we provide process development and consultation as part of our outsourcing services.

Rather than adopting a generic software development lifecycle—as used by most other outsourcing providers—we work closely with our clients to create a development process that meets your specific requirements and objectives. For example, we have combined Scrum's best practices with the feature-driven development process approach in a previous project engagement to effectively meet our client's requirements of short delivery cycles. Whether you have a well-defined in-house development process or are looking to borrow from mature process methodologies in the industry, our consultants will evaluate your business needs and develop a customized process that is best suited for your development engagements.

The developed process contains details of all development activities, roles, work products and guidance required to develop the product. By leveraging our knowledge on a broad range of process methodologies (such as Agile, FDD, RUP, and MSF) as well as our process authoring tool, we can deliver a vendor-agnostic process model for your software development in a matter of one to three weeks. The process is approved by you before deployment and therefore, becomes the most

concrete and effective measure for project progress and contract compliancy throughout the service engagement.

In the process deployment phase, the process is enacted by multishore development teams who are disciplined in a process-centric development environment. Osellus has hands-on experience in end-to-end software product development using multiple offshore teams, with proven success on all of our outsourced projects as well as internal product development such as the IRIS product suite. Through years of training, the Osellus development teams can work efficiently under the guidance of any given process to perform development activities and produce deliverables. Customers have clear visibility to the development team's progress by monitoring their compliance to the prescribed process. They are also able to capture any process deviations during the course of development and make timely decisions on actions required by the teams. As the process is being followed through project implementation, the development teams will provide live feedback for continuous process improvement. Lessons learned are captured throughout the project and codified through process revisions by Osellus consultants, thus allowing you to benefit from proven process and development practices in future engagements.

The goal of Osellus Professional Services is to provide long-term assets that are of ongoing values to our clients. In addition to delivering the process and development project, our value-added service includes training and coaching for designated personnel in your organization to perform process maintenance and tailoring. This allows your organization to take ownership of the process assets obtained from the outsourcing engagement. With a process-centric approach, your organization will be able to realize long-term gains in your development endeavors, either by using in-house resources or by outsourcing.

Find Out More

To obtain additional information on the Osellus Software Development Services, contact Osellus or visit www.osellus.com/outsourcing.

About Osellus

Osellus process-centric products and services are used by leading organizations around the world. Osellus solutions help maximize our client's return on software development investment either by optimizing their internal application development initiatives or by taking on the development work in the form of an outsourcing engagement.



Osellus Software Development Services

Engagement Models

Osellus offers a variety of engagement models and pricing options to meet the diverse needs of our clients in a global environment.

Fixed Price Project: The fixed price model is most suitable for projects with well-defined project requirements and schedule. Under this engagement model, we work closely with our clients during the proposal stage to understand project scope and define expected deliverables to meet their specific needs. Based on the requirement specification and timeline expectation, a fixed price is determined for the entire project along with a detailed development process to be followed by the Osellus offshore development team for project execution. With a mutually agreed process in place, the fixed price project model ensures that you can achieve quality results on schedule and on budget.

Business Drivers for Process-Centric Outsourcing

The traditional focus of outsourcing has been on cost reduction of local resources in order to stay competitive in the global market. Product quality, however, remains an on-going challenge for companies who are looking for consistency, maintainability and ownership of the final output. Compared to traditional manufacturing industries the software industry bears substantially higher risks in managing the quality of software applications developed by offshore providers. The difficulty stems from the fact that software development is a dynamic process by nature. It is largely driven by business needs and customer requirements which can often change over the development lifecycle. With a lack of well-defined process or appropriate tooling to monitor process enactment, companies often face quality control issues even in successful engagements where products are delivered as required and on-time. For example:

Reliability: How is the application developed throughout the development process? Are there enough work products produced in the process to measure the soundness of the underlying design and code efficiency?

Maintainability: Our company has developed internal guidance, templates and best practices over the years to achieve consistency in quality. How can we maintain and support applications developed by outsourced resources with foreign standards, and build on top of these applications for future enhancements?

Flexibility: How easily can we move the project in-house, or transfer knowledge to a third-party vendor for continuous development?

Repeatability: Can the provider deliver consistently at the same quality level, given another development project of different scale and/or requirements?

In recent years, companies are broadening the scope of their global outsourcing strategy. Looking beyond the one-time, cost-based decision to move offshore, there is an increasing emphasis on process methodologies when evaluating the outsourcing provider's maturity in their development practices.

"Multishoring" is also increasingly taking place in the industry. Rather than giving the whole offshore development project to a single offshore team, companies are shifting their strategies to employ a combination of internal resources and multiple offshore development teams for a development project. This allows them to take advantage of in-house expertise while lowering the risks of relying on a single provider to determine the success or failure of a project. Successful multishoring requires a standard process to be followed by multiple offshore teams to deliver consistent outputs.

With a process-centric outsourcing approach and qualified resources in place, companies can benefit from a mixture of talents and services at a lower cost, and a flexible force that can scale to changing business needs.

Effort-based Pricing: The effort based pricing model is most suitable for dynamic or long-term projects where total effort is difficult to estimate upfront or when project requirements are expected to change over the course of development. Under this model, the client is billed on a monthly basis for the actual time, number and levels of resources utilized during project execution. The team size and structure may be changed at any time to fit the needs of the project.

While the effort-based price model offers greater flexibility to outsourced resources, it also requires effective project management and change management processes from the outsourcing partner to maintain development efficiency and quality of the outputs. Rather than supplying a development "body shop" to deliver our contracts, Osellus establishes a customized development process with the client for each project to manage development efforts with changing business needs. An Osellus solution specialist is engaged through ongoing project development to optimize the process as needed and help you maximize the use of your outsourced time and material.

Milestone-based Pricing: The milestone-based pricing model is well-suited for clients who are new to offshore development outsourcing and wish to minimize risks by making payments based on achievable milestones and visible progress, typically in the forms of predefined project deliverables. We also recommend this engagement model for large projects that can be developed in iterations so that the development outcome produced in each stage can be evaluated by the client for feedback and validation.

Dedicated Offshore Development Centre: A dedicated Offshore Development Center (ODC) is ideal for clients who have a need for development resources on a continuous basis. The Osellus offshore development team in Bangkok will work as an extended team to the client's organization to provide dedicated long-term support. Osellus offers high quality developers from top universities of Thailand with solid experience in software development using advanced Application Lifecycle Management (ALM) solutions. The same development team has developed our entire IRIS product suite following a proven development process. The dedicated offshore development resources are paid on a retainer basis.

Delivery Model

Osellus offers flexible delivery models that are tailored to meet the clients' specific outsourcing goals and strategies. We believe that, in today's competitive environment, organizations are looking not only for cost savings but also for an outsourcing partner they can trust to deliver critical development projects on time with high quality.

At Osellus, we deliver quality outsourcing services by taking project ownership and strictly following a development process customized for the client. Typically, the nature of the project determines the methods of delivery. From our experience, a combination of local accountability and flexible onsite/offsite delivery proves to be the most effective model for maximizing cost-efficiency and achieving the highest level of development quality.

At the start of each engagement, we commit a Toronto-based Project Manager to serve as a single point of accountability while managing the development process.



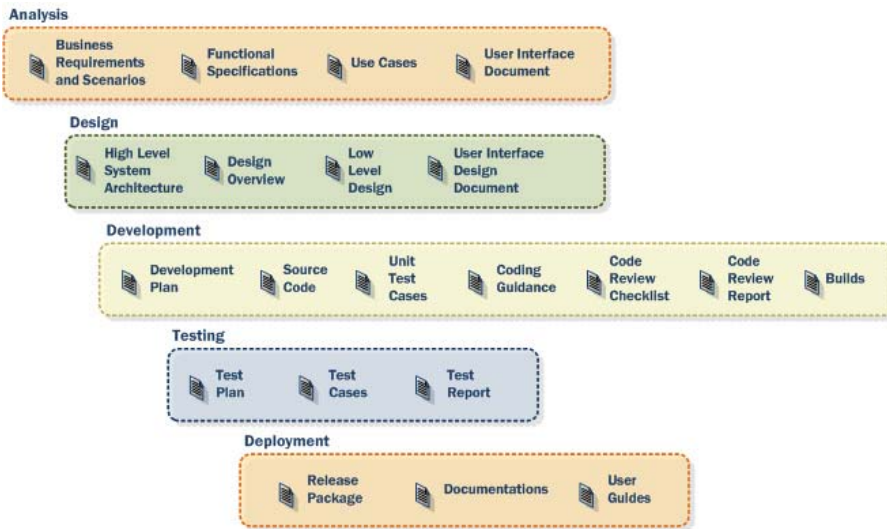
Osellus Delivery Model

The Project Manager is responsible for all communications with the client and provides full transparency on the development progress and performance metrics. When project scope and requirements are not well-defined, we send our local consultants to work closely with the client onsite. Services provided by an onsite consultant include project requirements capture and technology assessment, creation of business and functional requirement specifications, and creation of architectural

design. The onsite consultants are engaged on a needed-basis, typically at the discovery and planning stage of the project or at the beginning of each project iteration. The Project Manager and onsite consultants also serve as subject matter experts to interact with the development team throughout the engagement to provide overall technical guidance and requirement clarifications.

When the offshore team is engaged for development, we assign a Project Lead at the offshore site to manage all development activities and resources dedicated for the project. The Project Lead reports to the Project Manager in Toronto on a weekly basis and serves as the focal point at the remote site to control the development quality and timeline.

Our proven hybrid delivery model ensures that the clients can take advantage of our highly skilled local expertise and 24 hour work cycles for maximum quality and efficiency. The hybrid team structure also removes managerial and communication challenges from the client, thereby mitigating those risks commonly associated with offshore development.



Typical Deliverables in Osellus Outsourcing Engagements



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