

Trends - Offshore Information Technology Outsourcing

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Abstract- *Outsourcing has changed over time from a simple kind of specialisation to Business Process Outsourcing or Application Service Providers. This study attempts to pinpoint potential trends and the required steps in order to ensure the success of the outsourcing process. The primary topics of this article also encompass a variety of outsourcing-related issues as well as new outsourcing trends.*

Indexed Terms- *information technology, offshore, outsourcing.*

I. INTRODUCTION

One of the most significant trends of the twenty-first century is globalization. The basic characteristics of globalization may be understood to be the coming together of nations, ideas, and cultures beyond boundaries. If we think of globalization as a process, its improvement moved along much more quickly after the turn of the millennium. The internet and technological progress were two factors that contributed to this improvement. With the aid of the internet, people from all over the world connected, and the entire planet gradually transformed into a global village (McLuhan, 1964, 2003). Globalization was the key to opening up new horizons, including new economic opportunities, monetary systems, political ideologies, and industry sectors. It also made it feasible for trade to be conducted without borders and for people to get married online. international commerce and business practice.

II. INFORMATION TECHNOLOGY

Information systems, which aid in the creation, selection, storing, transformation, and transmission of information of many sorts, as well as the processes and tools that make all of this possible, are tied to

information technology. Several people have given it varied descriptions. IT is defined as "the study, planning, development, execution, maintenance or organisation of computer-based systems, notably software applications and computer hardware" by the American Association of Information Technology. The study of computers, telecommunication, etc. for the purpose of storing, organising, and retrieving information of all types falls under the umbrella of information technology.

III. IT OUTSOURCING

The efficient delivery of IT-enabled business process, application service, and infrastructure solutions for business objectives is known as IT outsourcing. Outsourcing, which also includes utility services, software as a service, and cloud-enabled outsourcing, aids clients in creating the best sourcing strategies and visions, choosing the best IT service providers, drafting the best contracts, and governing transactions to create long-lasting, win-win relationships with outside suppliers. Outsourcing, which also includes utility services, software as a service, and cloud-enabled outsourcing, aids clients in creating the best sourcing strategies and visions, choosing the best IT service providers, drafting the best contracts, and governing transactions to create long-lasting, win-win relationships with outside suppliers.

IV. IT OFFSHORE

The process of outsourcing operations abroad, typically by businesses from rich nations to developing nations, with the goal of lowering operating costs. Businesses can benefit greatly from offshore tech support, and it is simple to adopt, particularly if the company already has the necessary

hardware and software, such as a VoIP phone system and a cloud-based ticketing system.

Future Trends in outsourcing

1. Using modern technology

Businesses that stay on top of new technology can utilise it to automate procedures, boost productivity, and streamline operations. Yet, modern technology, including IoT (Internet of Things), automation, and software development, is always evolving. Frequent technological updates can be difficult, so businesses are turning to service providers for help. A service provider is a specialist in their area of expertise. They are therefore more likely than an internal team to keep up with technological changes. Here are the most current and trending technologies used in the outsourcing industry.

A. Robotic Process Automation (RPA) solutions

RPA is a type of software development that makes it easier to create, use, and manage robots for performing easy jobs. Companies are realising that using robots to

complete repetitive jobs is more cost-effective, which is driving up demand for robotic process automation.

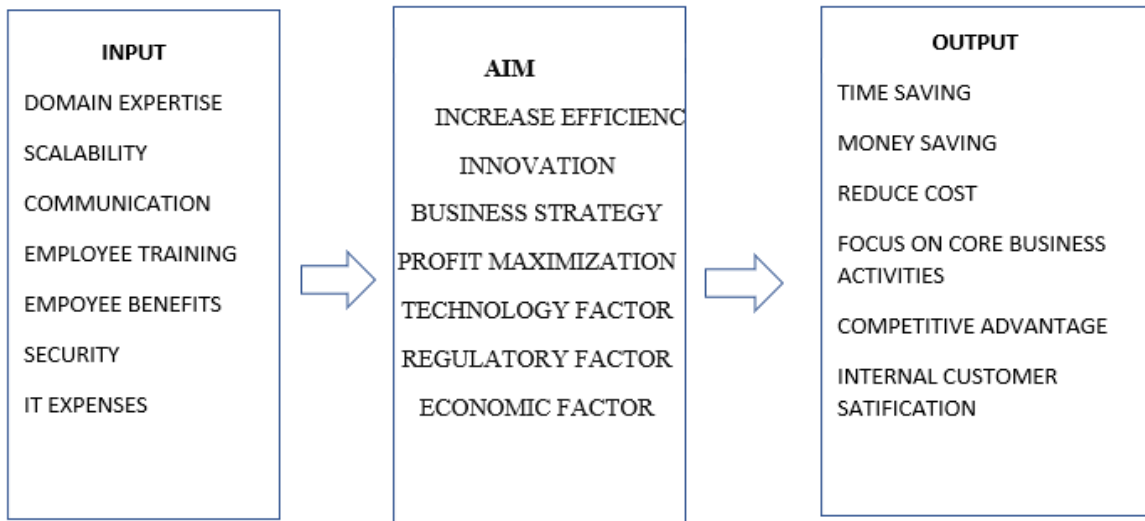
B. Artificial intelligence, machine learning, and automation

Artificial intelligence is used by businesses and outsourcing firms to automate calculations, repetitive jobs, and message responding. Artificial intelligence also aids a supplier in enhancing customer service. These cutting-edge, emerging technologies include chatbots and cloud-based IVR (Interactive Voice Response).

C. Cloud Computing

Access to additional cutting-edge technologies like AI, RPA, and machine learning requires cloud outsourcing. Additionally, it gives a business the ability to utilise cloud services and gather and store resources on the cloud. The cloud platform and cloud services of companies like Amazon Web Services (AWS), Google, and Microsoft are receiving increased financial support.

V. CONCEPTUAL FRAMEWORK



CONCLUSION

Overall, the study suggests that offshore IT outsourcing will continue to grow in importance in the coming years, driven by technological advancements and the need for businesses to remain competitive in a rapidly evolving global market. However, companies must carefully consider the risk and challenges

associated with outsourcing, and take proactive measures to mitigate these risks and ensure successful outsourcing partnerships.

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