



Global Sourcing Platform

## pliXos Global Sourcing Tools, Methods and Services

Successful implementation of Global Sourcing IT projects -  
in a structured, controlled and cost-effective way.

## GLOBAL SOURCING

**pliXos** understands “Global Sourcing” as the global purchase of software and IT services, e.g. development, support or maintenance and IT-operation services, e.g. application operation.

The main reasons to follow a Global Sourcing approach are:

- **Cost reduction and cost transparency: reduction of (ancillary) labour costs, better feasibility, etc.**
- **Improved liquidity: sale of hardware, reclassification of CAPEX to OPEX, etc.**
- **Focus on core business: management focus on core business, etc.**
- **Quality intensification: high specialisation of service provider, etc.**
- **Use of state-of-the-art technology: up to date hardware, software, operating environment or tools**
- **Reactivity and service: call centre business, knowledge management, etc.**

### Special characteristics of Global Sourcing in IT

Unlike purchasing goods, the “Project IT-Outsourcing“ does not end after signing the sales contract, but requires a close and continuous cooperation between customer and service provider. The implementation phase decides significantly on its success rather than traditionally the purchasing phase.



### Vision of pliXos

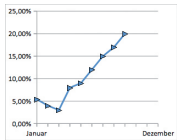
**pliXos** provides solutions to the prevailing difficulties in implementing a Global Sourcing strategy. By standardisation, automation and low entry barriers any company can profit from Global Sourcing.

## Challenges of Global Sourcing in IT

Any company aims to implement processes in the most cost-effective way ensuring top quality. In the case of IT outsourcing this requires permanent communication, monitoring and control. However, this does often only apply inadequately to outsourced projects. By using different development tools manual data consolidation is often necessary. This is error-prone and above all very cost-intensive. Furthermore, many control parameters remain unconsidered, as a continuous recording would be too expensive and time-consuming.

Companies need to establish monitoring functions of the performance, progress in development and profitability of remote service provision in an automated way. **Below please find some exemplary parameters which are extremely important for the control of remote locations:**

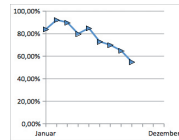
### Team fluctuation



The team fluctuation on remote locations is significantly higher than traditionally on-

site. The fluctuation determines quality and the additional costs of a project. Automatic measurement of this parameter does not only allow an evaluation over a long time period but also profound analysis, e. g. correlation with changes in error rates, expenses or frequency of uncertainties within specifications.

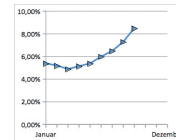
### Utilisation



In some cases clients expect the exclusivity of important teams, not just for the protec-

tion of intellectual property. Here, the measurement of the utilisation of several teams within the customers' project is relevant. This parameter is also useful for the analysis of the overall effectiveness of a service provider or remote location, concerning a client.

### Deviation (from plan)



The monitoring of the deviation from plan within the project workflow is a standard.

A considerable added value is the automated monitoring and structured presentation of several, partly parallel ongoing sub-projects, as far as possible.

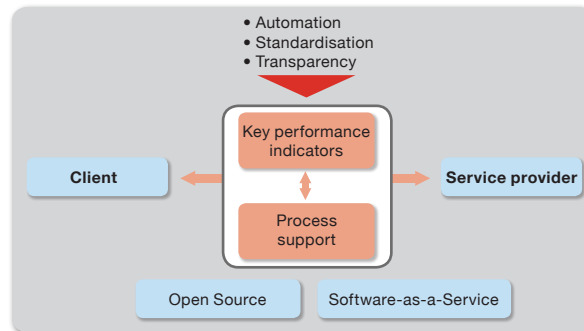
**Successful Global Sourcing projects require a key performance indicator based management, ensuring a continuous and automated capture of critical parameters (compare the above examples).**

## Industrialisation of IT

Quality and validity of the suggested key figures are the critical parameters for an efficient Project Management within Global Sourcing projects. Furthermore, automation, standardisation and transparency are the basis of a controlled project implementation.

The industrialisation of IT additionally creates two major management tasks and therefore depends on process support (to secure standardisation and as a basis for further automation) and key performance indicators (to secure transparency).

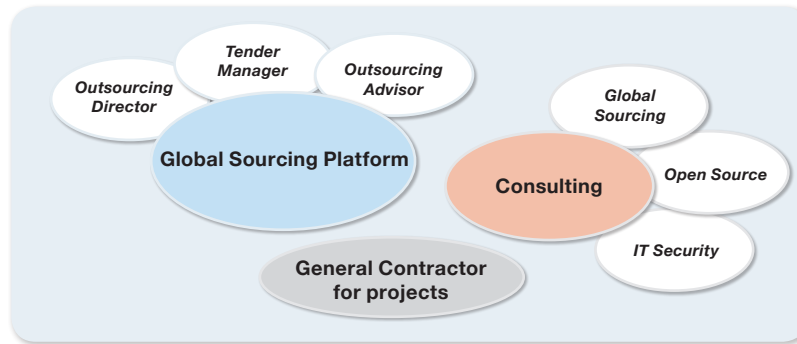
- 1. Process support: the improvement of service provision through automation and standardisation of processes.**
- 2. Key indicators: transparent project implementation through a key performance indicator system, revealing the development progress, optimisation potential and potential problems in time.**



## SERVICES

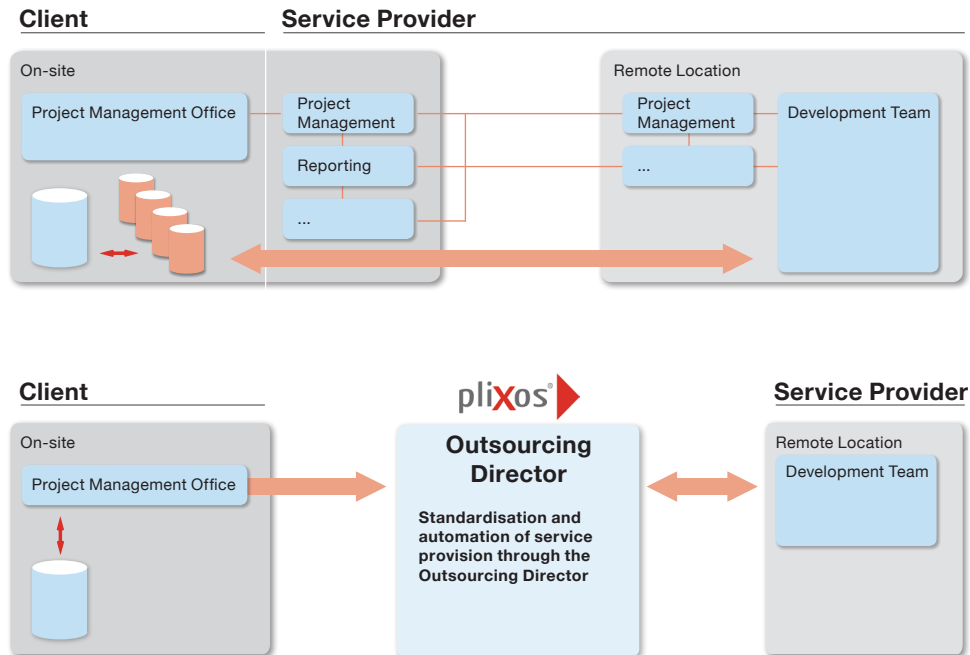
**pliXos** offers solutions and consulting services to optimise globally provided IT-services considering the success factors for Global Sourcing projects. The methodological and practical expertise of **pliXos** is based on extensive management experience with Global Sourcing projects - from both, the customers' and service providers' perspective.

The Global Sourcing Platform includes all required components that are necessary to successfully implement Global Sourcing projects in the field of software services. As this platform provides standardised, centralised project governance, the outsourcing process can be improved significantly. In addition, **pliXos** offers professional consulting and will serve as general contractor for projects, if desired.



## OUTSOURCING DIRECTOR

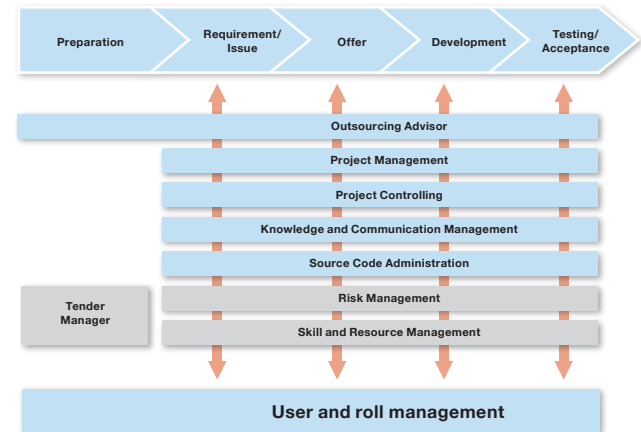
The Outsourcing Director links client and service provider in a way to ensure the services are provided in quality and time. Standardisation and automation of processes reduce both project costs and project duration significantly. **pliXos** simplifies the cooperation between customer and service provider. The Outsourcing Director is offered as a software-as-a service and is mainly based on open source components.



## Features of the Outsourcing Director

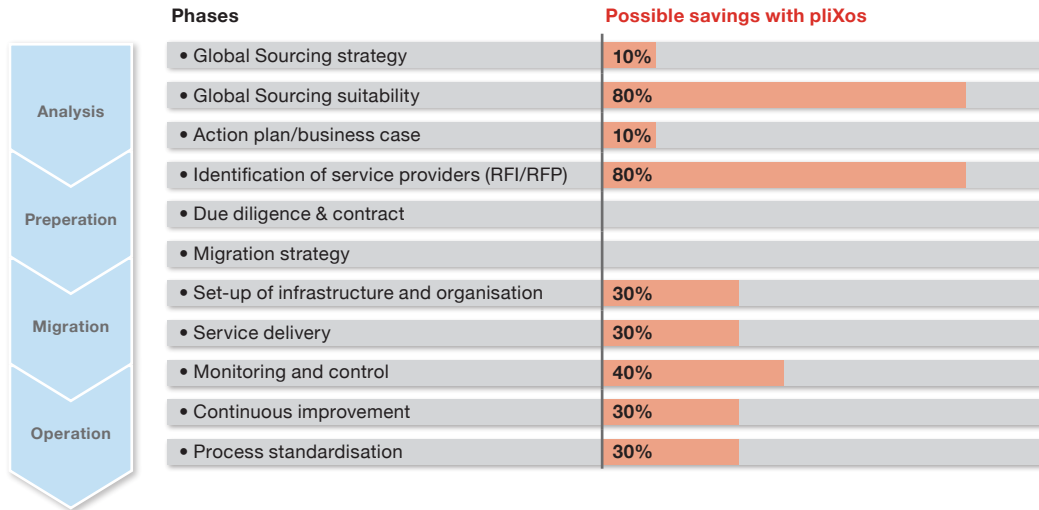
The Outsourcing Director offers the following functions:

- **Project Management** - monitoring and control of outsourcing projects
- **Project Controlling** - efficient and automated monitoring of the development process
- **Knowledge and Communication Management** - systematic recording and management of project experience, e.g. document management, project Wiki, instant messaging and project news
- **Source Code Administration** - a version control to support the distributed software development
- **Tender Management** - structured support for tender processes
- **Risk Management** - identification and control of risks
- **Skill and Resource Management** - identification of competencies, availabilities on remote location and comparison with requirements on the customer side for an efficient planning



The Outsourcing Director refers to the project life cycle and provides the required support functions. The tool integration allows an optimal project control and project management.

## Savings in each project phase



### The customers' main benefits:

- **Process automation** (automatic acquisition of key figures such as employee turnover, workload, deviation of project workflow)
- **Security and separability** (central source code administration, no access to intra-company systems necessary)
- **Increased quality** (standardised procedure, documentation of each process)
- **Operation as Software-as-a-Service** (simple and flexible use, support and maintenance)

## Tender Manager

Complex tenders for Global Sourcing projects may be very time-consuming and do not only keep the purchasing department busy, but also involve operating departments. **pliXos** offers an online tender management in order to simplify the complete tender process. Based on best practice methods **pliXos** ensures best possible results. Multi-stage tender processes force companies to evaluate complex offers, both efficiently and also comprehensively. Within these processes it is important for the customer to check all aspects of a future cooperation, especially:

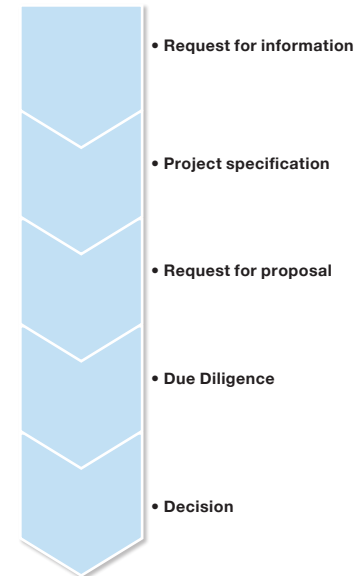
- **Scope and features of the service**
- **Performance of the supplier**
- **Pricing, terms and conditions**

**pliXos** assists in obtaining this information. The Tender Manager supports the complete tender process, this includes:

- **Creation of tender documents (full questionnaire)**
- **Service and supplier directory**
- **Management of suppliers responses**
- **Support of objective evaluation of responses**
- **Analysis of results**

The advantages of this structured approach are:

- **Optimised and complete questionnaire (continuous improvement)**
- **Plug'n'Play creation of RFIs and RFPs**
- **Integrated contact management**
- **Online management of the responses (no media break)**
- **Comprehensive analysis options**



### Risk identification

- Qualitative assessment
- Uncertainties



### Risk assessment

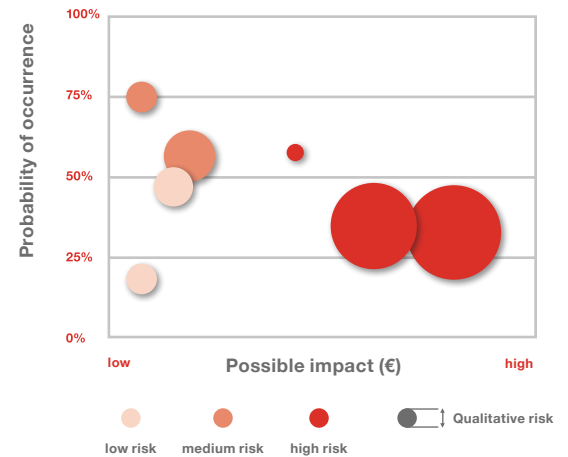
- Quantitative assessment
- Risk awareness
- Risk portfolio

### Mitigation controlling

- Implementation
- Efficiency

### Mitigations

- Priorisation of risks
- Mitigation planning
- Calculation of profitability



## Risk Management

**pliXos** understands risk management as a continuous process. It implies the identification and evaluation of potential risks as well as the introduction and controlling of mitigations.

The probability of occurrence and the possible impact are the most important parameters of risk assessment. Thus each single risk is evaluated regarding its quantity and quality. The result is a risk portfolio which allows the manager to identify the current risk status and to take appropriate risk mitigations.

The benefits of the **pliXos** Risk Management are:

- **Use of verified evaluation methods for quantitative and qualitative assessment**
- **Sustainability of responsibilities and decisions through consistent process and data management**
- **Consolidated and optimised Management Reporting**
- **Minimisation of administrative efforts by concentration on major aspects**

## OUTSOURCING ADVISOR

The success of any Global Sourcing project is decided at the beginning of the project. Therefore, **pliXos** offers an evaluation tool supporting the planning of Global Sourcing projects. Here, commercial feasibility is the first step of the evaluation process, followed by the analysis of tasks which may be suitable for outsourcing and the selection of potential service providers.

This approach reflects the Outsourcing Advisor which consists of the following three modules:

- **Business case analysis - analysis of the cost structure and business case of different sourcing models**
- **Application suitability - the analysis of specific applications for their Global Sourcing suitability**
- **Service provider evaluation - comprehensive evaluation catalogue to support the supplier selection**

Thus, you can deal with these issues quickly and with minimal administrative efforts and export the results easily.

**Utilisation of the “Outsourcing Advisor“ module provides similar results as of a typical consulting assignment worth significantly over € 30,000 at costs of € 1,000 per month and user.**

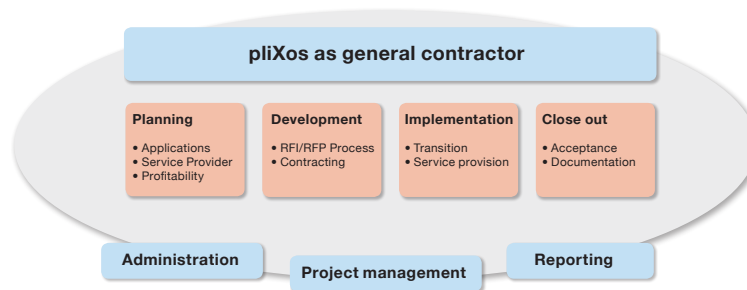


## GENERAL CONTRACTOR FOR PROJECTS

**pliXos** acts as general contractor for IT projects, for customers who want to minimise the involved project risk. The customer engages a general contractor who is liable for the project implementation and profits from both a minimised business risk and the advantages of Global Sourcing.

Key customer benefits are:

- **Leveraging the benefits of Global Sourcing (availability of resources, flexibility, cost structure, etc.)**
- **Minimal business risk in project implementation due to the general contractor's liability**
- **Improved project management and project governance (ensuring transparency)**
- **Use of Global Sourcing experience in software development with regard to all phases of the life cycle**



## CONSULTING

**pliXos offers customer-specific consulting within its own core competencies.**

### **Global Sourcing**

In all cases where the exclusive use of the Global Sourcing Platform is not sufficient to secure successful Global Sourcing projects, **pliXos** provides consulting services. They start from a strategic analysis of Global Sourcing to the actual implementation.



## Open Source Software

Open Source Software is gaining importance as an alternative to standard commercial software. Many of these Open Source tools set a de-facto standard in their field of application. **pliXos** offers Open Source consulting services focusing on the analysis and assessment of the application of Open Source tools in the distributed software development.

The advantages of using Open Source Software are:

- **No license fees or expenses for license management and thus extremely flexible deployment across different organisations**
- **Security of the investment due to the availability of the source code of the tools**
- **Adaptability of the Open Source Software to individual needs (availability of source code)**
- **User-driven functionality**

## IT-Security

In the field of IT security consulting **pliXos** focuses on vendor and product neutral consulting regarding information security and security of complex IT infrastructures.



## Global Sourcing Platform

**plixos** provides solutions for the optimisation of Global Sourcing projects. The core product is the **plixos** Global Sourcing Platform for improved management and governance of Global Sourcing projects. In addition **plixos** offers customised consulting and will act as general contractor for projects, if desired. Our know-how from the strategic implementation of Global Sourcing projects in Blue Chip Groups and small and medium-sized companies ensures your success. **We are happy to demonstrate the specific advantages of our solutions to you!**

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