

## Fact sheet short description

The capabilities and the process methods followed by ValueSource India for the governance Model are highlighted in this fact Sheet

## About Us

ValueSource India currently offers application development services to KBC group, one of the largest banking & insurance groups in Europe.

## The Approach

THE ValueSource India believes that the creation of an independent entity for Governance of the EGL projects will provide opportunities for people at both our end and at customer's end to review the project closely and perform course correction.

The Governance consists of three levels:

- Strategic level: The main objective here is to manage the relationship between the two sides , so that the delivery of the contract supports the strategic goals of the relationship
- Tactical level: The main objective here is to monitor the overall service excellence and compliance based on the contractual terms of the various agreements
- Operational level: The main objective here is to monitor the overall service excellence of the project or service. with regard to the scope, the quality and the duration.

At the Strategic level, The ValueSource India team and Customer team would be governed by a management committee, while an Operational board or committee is formed to manage the day to day operations.

There would be an Account Manager at ValueSource India who will manage the client relationship.

The number of layers of management would depend on the size of the project and for small projects the role of account management and Program management may be clubbed into one.

The Tactical level meeting is arranged between the

Account managers and the Program managers and the duration and frequency would vary based on the size of project status and criticality of the project status (close to release date etc.)

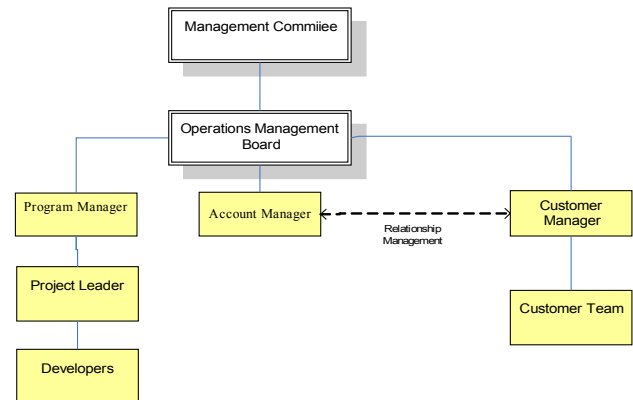


Figure 1. Governance Structure

At the Operational level, the Governance will happen through Operational meetings. The main objective of these operational meetings is to review the execution of the Services as described in the Customer Agreement with regard to the scope, the quality, the effort and the duration. Different categories of operational meetings can be organized between ValueSource India and the Customer to manage the various mutually agreed Services. The different meetings as well as their frequency will be described in the Project plan during the start up phase.

Both sides aim to meet on a weekly basis and if necessary more frequently or a daily basis. It is expected that most of the times, at least the Customer Project Leader and the ValueSource India Project Leader will be involved in these operational meetings

## Domain Skill Areas

- Insurance

- Banking


end to end software development, maintenance and Enhancement needs.

- ValueSource India is capable of applying its extensive experience obtained from earlier Application Outsourcing initiatives for your Projects.

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### Why ValueSource India

- ValueSource India is a subsidiary of KBC Bank, Belgium and the offshore development partner for KBC Bank.
- ValueSource India has the right experience and methodology of a software company to handle

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| <b>Lexicon</b>   |  |
| RAD  | : Rational Application Developer       |
| RBD  | : Rational Business Developer          |
| EGL  | : Enterprise Generation Language       |
| 4GL  | : Fourth Generation Language           |
| ClearCase  | : Open system based Version Controller |
| VAG  | : VisualAge Generator                  |
| SDLC   | : Software Development Life Cycle      |
| Agile  | : An iterative development methodology |
| Scrum  | : An iterative development methodology |
| <b>Key Benefits</b>  |  |
|  <ul style="list-style-type: none"> <li>• Unicode Compliance</li> <li>• Platform independence</li> <li>• Portability between legacy and open systems</li> <li>• One stop Service for requirement to implementation</li> </ul> |  |

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