

. . .ASTI has been leveraging many company's IT investments, world-wide, for more than 10 years by providing quality outsourcing services at minimal costs

# ASTI Shares the Workload —The Outsourcing Solution

Managing business changes to support new business initiatives while providing support for legacy applications and keeping pace with emerging technology is a real challenge. How can a business ensure it is equipped with adequate resources with the required skills when needed? Regardless of an organization's flexibility, such demands can test these limits.

## Is Outsourcing a “Fit” for Your Business?

Large and small firms alike, are assessing the value of outsourcing. The outsourcing model, characterized by replacing or substituting the services of an external provider for internal capabilities, is gaining popularity for achieving success in this fiercely competitive global economy — it allows businesses to maximize resources at reduced costs and improve quality of products & services. Outsourcing is a long-term, ongoing “results-oriented” relationship for the entire business activity over which the provider has a great deal of control and managerial discretion.

Outsourcing differs from the contracting and partnering approaches and challenges business executives to strategically consider the outsourcing option as a means of forming a more flexible organization. Outsourcing is more than consulting — it requires dedicated staff to provide the services. Outsourcing can be thought of as a redefinition of the corporation around core competencies and long-term outside relationships. These core competencies and outside relationships are chosen to bring the greatest value to the ultimate customer and the greatest productivity to the corporation itself.

## How ASTI can Assist with Business Outsourcing Needs?

ASTI has many years of outsourcing experience using our off-shore development software engineering staff in Shanghai and Beijing, China. We offer clients a cost-effective alternative to handling jobs that require specialized expertise or simply a solution for dealing with workload peaks and valleys. *Allowing ASTI to provide quality services at a cost lower than what costs would otherwise be incurred by the business itself maximizes the investment in IT services and allows the business to focus on what it does best.*

## Our Approach to Successful Outsourcing

Through ASTI's years of using our overseas staff to provide software services to our clients, we identify the following as the underlying foundation of our success.

Defining the Task(s) We begin each outsourcing relationship by discussing ASTI's areas of expertise that relate to the available outsourcing tasks. The client company and ASTI management work together to define the service to be delivered. Both parties determine if any specialized training is needed. Contracts are written and signed.

Designate Contacts & Establish Communication We recommend beginning each outsourcing relationship with a small pilot project to establish communication channels and reporting mechanisms. Managers from each company are selected to serve as the contact points through which all communication passes. These single points of contact oversee all project activities and must always have a designated backup.

**ASTI**

Software Development Process Control ASTI attributes much of its success of the outsourced software development services to adhering to well-defined software development process procedures/standards. If clients have their own Software Engineering (SE) procedures/standards, the client's SE procedures/standards take precedence.

ASTI initially assigns a Project Manager (PM) to serve as the interface between ASTI and the client to maintain the requirements specification and to oversee the entire project. The PM works with the Software Engineering (SE) staff to generate a software development plan and decide upon the technical approach. ASTI also establishes a formal QA plan prior to the commencement of any software development. ASTI's PM maintains regular contact with the client primarily via email and submitting progress reports throughout the software development process. Internally, the ASTI SE team holds software reviews and inspections at designated points throughout the project. All ASTI SE staff are responsible for performing unit testing, however, a test analyst, independent of the development process, is responsible for preparing the proper test specifications and conducting the integration testing.

Monitoring Outsourcing Tasks Outsourcing service and the related processes are customized to the client's needs. Frequent communication between the user and the outsourcing provider via email exchange and progress report submissions on a regular basis keeps the service on task and highlights problems at early stages. Documented test reports accompany each milestone delivery.

Quality Reports ASTI's overseas staff is ISO9001 certified and has established tried and proven quality control procedures. Client software development guidelines and/or quality criteria can be substituted or used in conjunction with ASTI's guidelines to maintain and deliver high quality products/services. Employing the most stringent quality control procedures has produced excellent results.

## **ASTI's Service Areas**

ASTI keeps pace with the latest technologies to provide innovative solutions that help our customers reach their fullest potential. New services are constantly being added to ASTI's Service Lines:

### **Enterprise Network Applications**

- Form-based On-line and Off-line Application Systems
- Customer Relationship Management
- Enterprise Resource Planning
- Remote Education (Distance Learning)
- Office Automation
- Decision Support Systems

### **Web Design/Development**

- XML enabled Form-based Applications
- Conversion of Legacy Systems

### **Multimedia Applications**

- Multimedia Kiosk Systems
- Voice Recognition/Video Games/Virtual Reality

### **Data Management**

- On-line Data Warehousing/Data Mining
- Image/DB Query Systems

### **Business Process Re-engineering**

### **Software Testing Center (Independent Verification & Validation)**

### **Localization /Globalization (Chinese)**

*Contact ASTI to learn how our outsourcing solutions can help your business.*

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