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Managing People Remotely

Tony Viola, VP Marketing – Patni Americas
2010 Katie School Symposium
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Agenda

Environmental Enablers

Skills/Challenges

Eco-System

Retention Approaches

Engagement Models

Cloud Computing

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Key Enablers of a Remote Workforce

Collaborative Software

- $4.4B market according to Ovum Research

- Tele-presence

- Tele-working

- Cloud Computing

Connectivity

- 25.6% of world's population have internet connectivity*

- Over 3.2B Mobile telephone users globally; up from 11.1M in 1990+

- 700,000 sign up daily for service

High Speed Computing

- Laptops have outsold desktops since 2005

- By 2011 laptops will account for 50% of all PC's sold
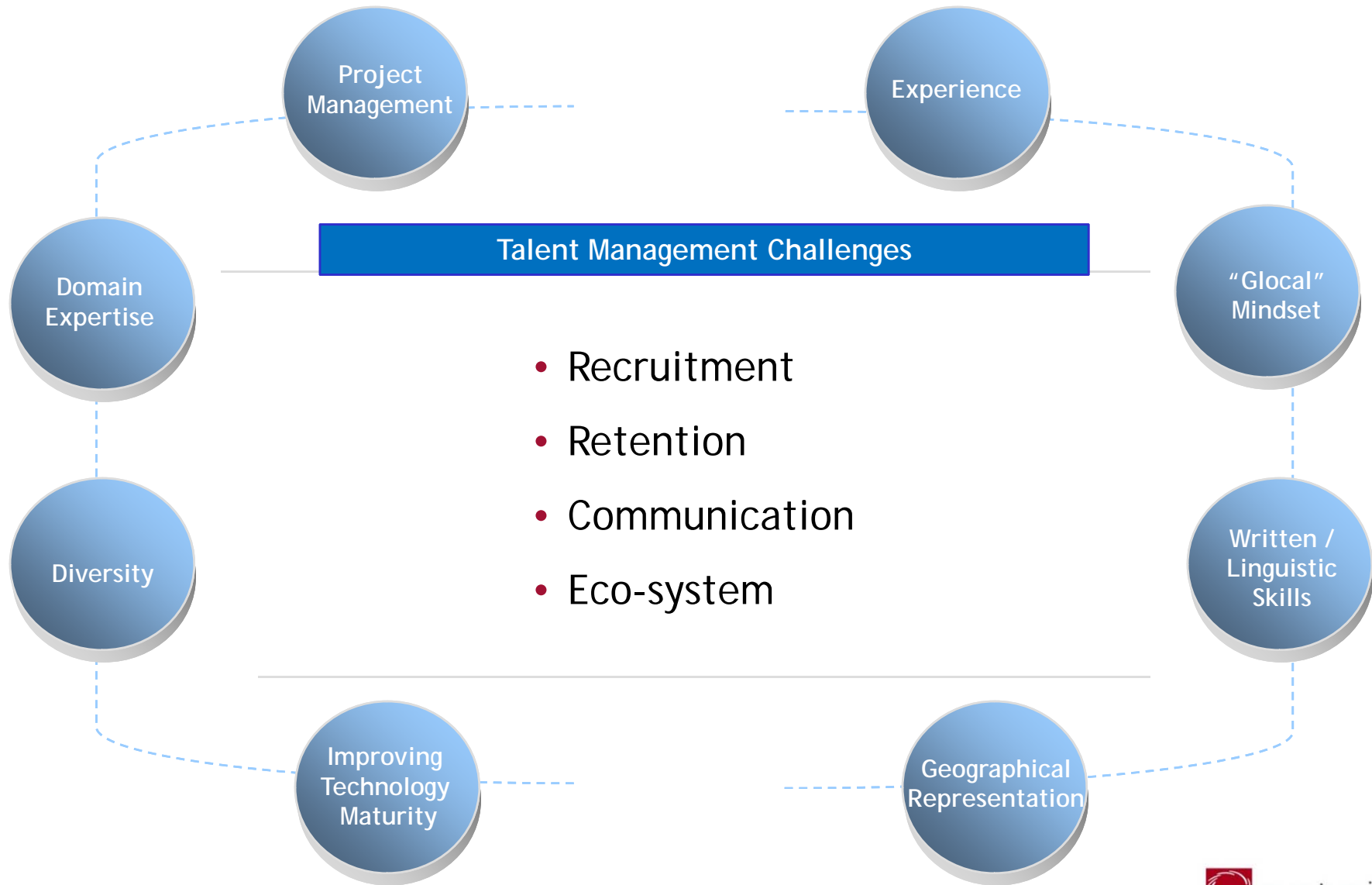
- Sales of laptops of <$500 to reach 9.2M by 2012**

Location Independent, Easily Accessible, Global Talent Pool

+ Source: Global Information Tech. Report – World Economic Forum
• Sources: www.internetworldstats.com., US Census Bureau
*** Source: USA Today, May 14th, 2008*

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Talent Skill Sets/Requirements

Project Management

Experience

Domain Expertise

Talent Management Challenges

"Glocal" Mindset

- Recruitment

- Retention

Diversity

- Communication

- Eco-system

Written / Linguistic Skills

Improving Technology Maturity
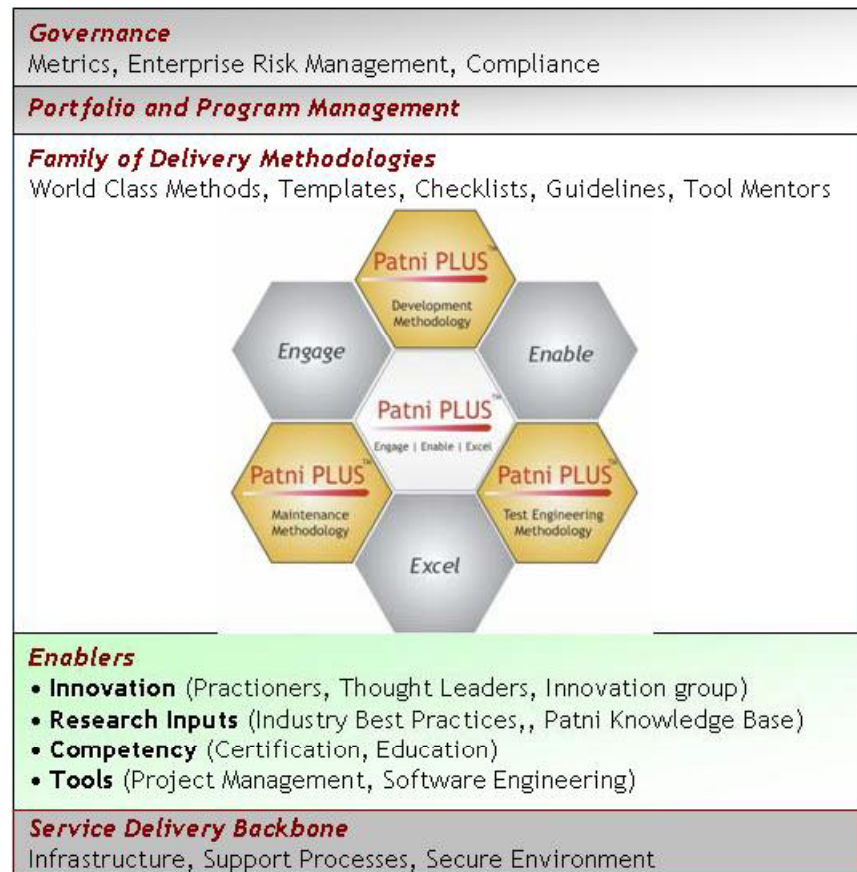
Geographical Representation

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Eco-System - Process and Methodology

Key Elements

- world class process and methodologies

- proven governance model

- frameworks for IT control and compliance

- metrics

Core Precepts

- high level of integration

- create "knowledge" bus

- repeatability

Governance
Metrics, Enterprise Risk Management, Compliance

Portfolio and Program Management

Family of Delivery Methodologies
World Class Methods, Templates, Checklists, Guidelines, Tool Mentors

Patni PLUS — Development Methodology
Patni PLUS — Engage | Enable | Excel
Patni PLUS — Maintenance Methodology
Patni PLUS — Test Engineering Methodology
Engage
Enable
Excel

Enablers
- **Innovation** (Practioners, Thought Leaders, Innovation group)
- **Research Inputs** (Industry Best Practices,, Patni Knowledge Base)
- **Competency** (Certification, Education)
- **Tools** (Project Management, Software Engineering)

Service Delivery Backbone
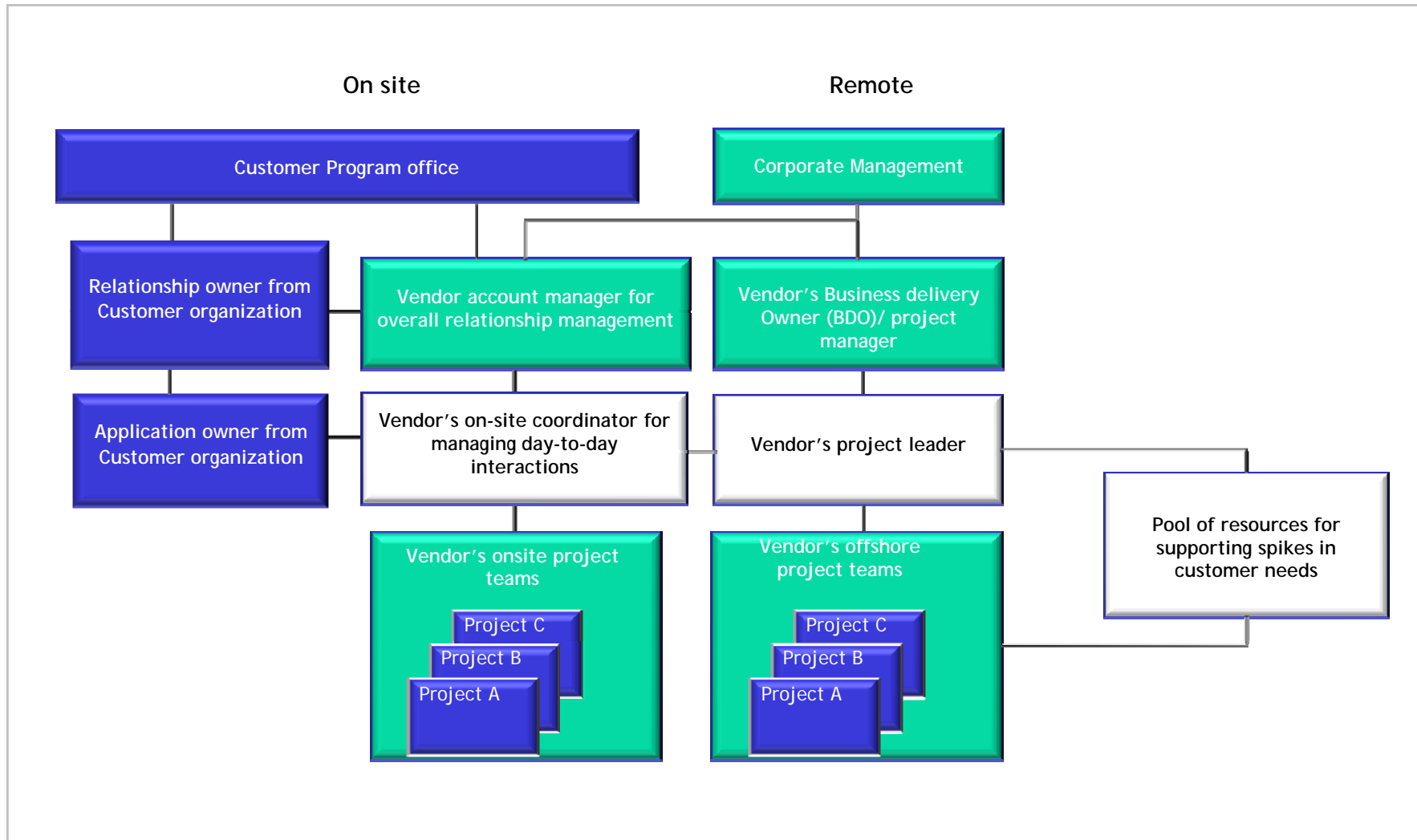Infrastructure, Support Processes, Secure Environment

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Talent Retention

- Leadership Academies

- Defined career paths (LEAP)

- Training (PACE)

- Identify, Develop talent (FASTrak)

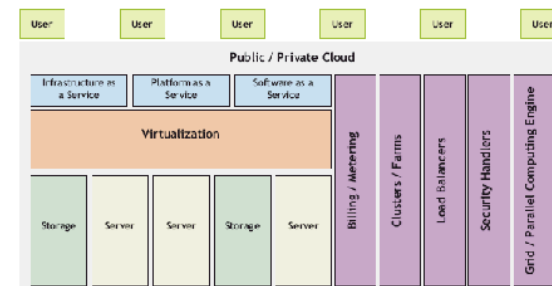- HR Practices re: salary/wage rates

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Traditional Engagement Models

On site   Remote

Customer Program office

Corporate Management

Relationship owner from Customer organization

Vendor account manager for overall relationship management

Vendor's Business delivery Owner (BDO)/ project manager

Application owner from Customer organization

Vendor's on-site coordinator for managing day-to-day interactions

Vendor's project leader

Pool of resources for supporting spikes in customer needs

Vendor's onsite project teams

- Project C
- Project B
- Project A

Vendor's offshore project teams

- Project C
- Project B
- Project A

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Cloud-based Services Reshaping Industry

- Transition from labor-based to tech services-based model

- Automated delivery and maintenance for lower

  costs

- More flexibility w/r/t service options

- Standardized offerings

- Sophisticated ecosystems

Essential Technology Characteristics of Cloud Computing

The Cloud Computing Stack
Source: Patni Analysis

*IDC expects spending on cloud computing to
account for 33% of IT spending growth by 2013
(IDC research, Oct 2008)*

Cloud Computing and the Remote Workforce

- Use cloud to host applications environment
- Remote workforce enabled via
  - customized UI
  - information BOTS
- All participants able to collaborate, contribute simultaneously via personalized applications
- Benefits
  - lower environmental costs
  - lower SGA costs
  - ideal for agile development methodologies
- Tradeoffs
  - loss of control
  - security

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