



Commit – Your trusted offshore documentation partner

Mitigating Risk in Offshore Documentation

Outsourcing is a well-established business model with well-known success criteria. For many years, companies have successfully transferred non-core business functions to external organizations based in different countries. This type of outsourcing is termed “offshoring.” The economic logic is to reduce costs. If some people can use some of their skills more cheaply than others, then those people have a competitive advantage. Offshoring can also be used for obtaining higher and better quality, as the non-core work of a company actually moves to an organization that is a specialist in that field.

If undertaken properly, offshore documentation development can significantly reduce costs, while maintaining the requisite quality. However, there are several risks involved, which if not managed effectively, can be costly and time-consuming. The foremost risk comes from an ineffective communication channel between the client and the offshore implementer. A poor communication channel is an aspect of any outsourcing relationship that can doom it to failure. Issues arise from differences in culture, language and location.

The next set of problems comes from inefficient and inexperienced offshore implementation. Any project that is executed shoddily will suffer. This is not a factor restricted to only offshore initiatives. However, inefficiency does leave a deeper impact in an offshore project because the entire process is established on trust and belief in the vendor. Poorly managed projects negatively impact the implementation and also lay the foundation for unease and ill will for future offshore initiatives. Naturally, in a well-managed, process oriented, domain-expert organization; offshoring tends to take on a phenomenal success rate.

The Commit Advantage

Commit is a documentation services company with a multi-location presence. It has experience in developing, managing and delivering wide range of documentation services for a number of marquee customers, in different sectors, throughout the world. Commit has the flexibility and experience to provide complete outsourcing solutions to meet technical documentation requirements. It reduces the cost associated with development and management of supporting technical documentation requirements because its business model is based on experienced writers and techniques that have consistently rendered measurable and superior performance benefits. Commit delivers documentation requirements on time, on budget and with absolute accuracy.

The Commit Model

The most significant contributing factor that allows Commit to provide cost-effective solutions is the attention to detail at each and every step of the operational process. This attention to detail creates an environment conducive to work being delivered accurately on time, the first time.

Furthermore, the onshore-offshore model followed by Commit has distinct advantages over the standard offshore model followed conventionally. For one, it aids in opening up communication lines, lending clarity to the process while concurrently reaping the benefit of cost-effectiveness, the basic requirement of an offshore business model.

In today's global market, process improvement efficiencies play a major role in a company's ability to meet time-to-market needs for their products in a cost-effective manner. Commit has a definitive process for requirement gathering, documentation development and quality management. Extensive documentation is created for internal project management teams and the customer points-of-contact. By documenting these processes and interdependencies, Commit ensures a quality system that is repeatable, measurable, and controllable from start to finish. A senior manager provides leadership and management through consistent monitoring of objectives and project performance. Commit's in-house quality team helps in maintaining a continual workflow in the production process.



Commit – Your trusted offshore documentation partner

Case Study

The client is China's largest listed telecom manufacturer and a leading global provider of fixed line and mobile telecommunications equipment and network solutions. The client required a documentation solution, which would provide them a number of services ranging from proofreading, conducting language revision and reformatting some of their existing technical manuals to meet international standards. For this, they partnered with Commit.

Commit initially engaged one resource in Shenzhen, China, for a couple of weeks for information gathering. This one-to-one and on-the-site content & requirement gathering greatly reduced, if not eliminated, any communication bottlenecks with our client. After requirement analysis, the whole documentation work was moved to India. A highly specialized and experienced team of six resources delivered the project in three months. The resource in Shenzhen, worked as an interface between the execution team and the client for smooth communication flow.

This is just one of our many success stories, and it is evident that our offshore documentation project model not only produces high quality, industry-standard documentation work, but also eliminates the risks associated with communication bottlenecks.