TopTech Informatics

Leveraging Offshore Software Development

Outsourcing is on the increase and the benefits of this cost saving process are being realized by a growing number of business managers worldwide. While outsourcing – in particular of computer software development – can produce significant benefits for companies, it also involves inherent risks. How can business managers in Japan take advantage of offshore software development and get ahead of the competition?

significant cost savings available from offshore outsourcing.

For Japanese clients, TopTech offers the additional advantage of being able to provide access to native Japanese speakers settled in India, thus making the company uniquely positioned to offer tailored bilingual solutions to customers. To further benefit local clients, TopTech has tied up with *eBusinessware* (www.ebusinessware.com), a large, multinational IT solutions provider in India that employs more than 500 developers and infrastructure support staff. TopTech is also a registered Cisco partner, and is the Japan distributor of Norman Virus Control, a Norway-based company marketing a suite of anti-virus products.

TopTech Informatics, a Tokyo-based IT company specializing in outsourcing and offshore software development, is superbly positioned to help clients reap the benefits of having software developed overseas.

Chief Executive Officer **Biju Paul** says TopTech's prime focus is to provide a full range of IT services to companies efficiently, inexpensively and securely. TopTech's suite of services includes IT staff augmentation, on-site engineering support, network management and office relocation. With offices in Tokyo and an Offshore Development Center in India, TopTech is able to scale rapidly to meet the outsourcing requirements of companies, and enable clients to take advantage of the

80% of revenues from repeat business

How was TopTech founded?
The company was originally founded in India as a software house before Biju single-handedly launched the company in Japan in mid-2003 by marketing it under the brand name 'TopTech Informatics'. Six months later, TopTech had grown into a team of 5 but the business legally remained an IT division of a separate company called Global Family. In February 2006, TopTech spun off and became a fully independent and legal Japanese entity. By the end of 2007 the company had a team of 20 working hard to provide tailored business solutions to clients, and had achieved year-on-year revenue growth of 50% + between 2004 and 2006-07.

Where is growth being generated from?
"Approximately 80% of revenues are a result of repeat business while 15% comes from referrals from existing customers," Biju says.

Biju Paul

Chief Executive Officer
TopTech Informatics

Founded in Japan in 2003 with a vision to provide companies with integrated Information Technology services backed up by Management Consultancy and Document Management Solutions also known as Digitisation Services, TopTech Informatics has served many government and private organizations.
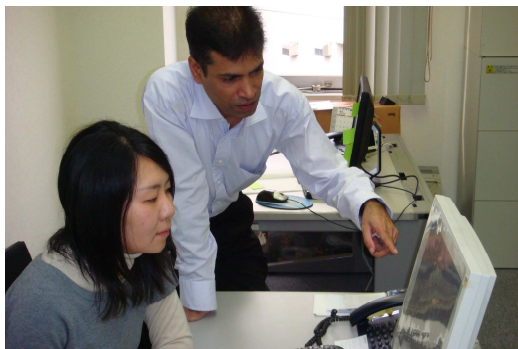
FACT SHEET

TopTech Informatics

Industry: Information Technology
Established: 2003
Location: Japan, India
CEO: Biju Paul
Employees: 20

Biju Paul, CEO

Launched TopTech in 2003.
Languages: English, Japanese.
20 years industry experience in software development and IT project management.

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TopTech Informatics

TopTech staff working for a client in Tokyo

"I consider the 15% referral business is a good yardstick to measure the confidence our customers have in us and our abilities."

Offshore Development Center

When considering the cost efficiencies associated with outsourcing, it's no wonder that companies are increasingly looking overseas for their development and back office maintenance needs. And when it comes to location, no country is more popular than India. Why? Cost and confidence.

TopTech's India-based Offshore Development Center has approximately 15 full-time experienced and professional staff skilled in the latest technologies including .NET, JAVA, C++, and LAMP. While the team's core strengths lie in .NET based development, members are also proficient Microsoft Sharepoint operators as highlighted by their recent deployment of Sharepoint 2003 to 33,000 users across the UAE.

What benefits can clients leverage from utilizing TopTech's Offshore Development Center? "By having a development center in India, companies can take advantage of low costs and high levels of quality," Biju says. "Since our center is located in Kochi, a low cost center, and not in an expensive location like Bangalore or Delhi, clients are able to take further advantage of the cost effectiveness of offshoring to India. With Internet technology being what it is today and India being just 3.5

hours behind Japan, TopTech does not experience any time lag in our communications and hence we are able to deliver projects on time and to the desired quality."

To ensure customer expectations are met, Biju is personally in touch with the development team on an almost daily basis supervising the progress and delivery schedule. "As you know, in Japan, timeliness is very important and we do deliver on time."

TopTech in Action – Case Studies

CASE STUDY 1

In 2007, TopTech completed and delivered a bilingual (E/J) Trade Settlement system for a mid-sized securities trading company in Tokyo. The product received high praise from the company president due to its ease of use and real-time language switching feature.

Net Savings to Client:
Between JPY40~Y50 million over the next 5 years. "This is in addition to the estimated savings in development costs alone – if it were to be developed in Japan – which is about another JPY 25 million."

CASE STUDY 2

In mid-2007, TopTech assisted a Japanese investment advisory firm to move to new premises. Before the move, the client did not have any properly managed IT infrastructure so TopTech helped establish a proper IT environment complete with Network and Server equipment, and implemented policies and procedures that were literally non-existent. The client's high level of satisfaction resulted in them recommending TopTech to their sister company to set up their IT infrastructure.

Net Savings to Client:
Approximately JPY 2 million.

CASE STUDY 3

In 2005, TopTech provided IT consultancy services to a large European transport company that involved an in-depth analysis of their existing IT infrastructure. TopTech provided detailed recommendations to improve not only network security but also file, user and database structures for the client's entire server infrastructure.

Net Savings to Client:
Between JPY 10~12 million.

Our Guiding Principles

Integrity
Business integrity and honesty of purpose are central to our philosophy.

Precision
We are focused and deliberate in our words and actions. We do the right thing, at the right time, in the right manner.

Quality
We are committed to delivering quality solutions to our clients. Both management of quality and quality of management are central to our solutions while maintaining cost-effectiveness.

P-S-P
People-Service-Profit. Your need is the start of a people-to-people relationship and gives us an opportunity to serve. Profit comes last.

Customer Focus
Our client's priorities are important to us. Understanding clients' needs better and achieving quality solutions increase the likelihood of success.

Education
We share knowledge and leading ideas with our clients to help demystify the process.

TopTech Informatics
Products and Services

- Offshore Software Development
- IT Support Services
- Document Scanning and Digitization
- Office Relocations
- Sharepoint Implementation