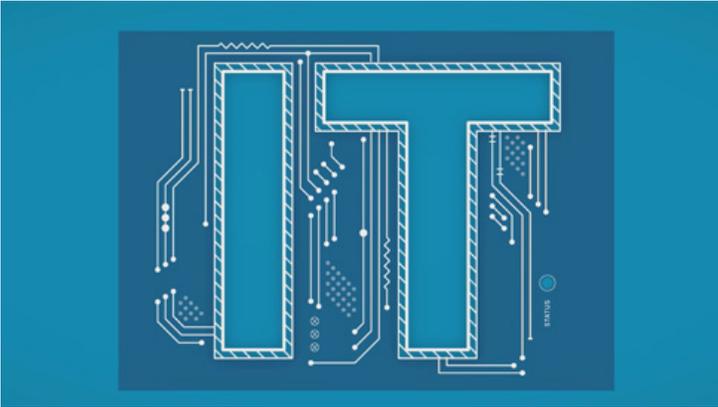## Insourcing IT ops: A new trend in India?

06 August 2015 | Features | By BioSpectrum Bureau

Insourcing IT ops: A new trend in India?

On August 6, 2015, Thermo Fisher Scientific (TFS) inaugurated its first Technology Development Center (TDC) in Bangalore, which will serve as the centre for all of its global IT operations.

TFS refused to comment on the investments made in building the center.

The TDC will leverage technology platforms like cloud, SAP, J2EE, E1, informatica, testing, web and database.

TFS always sought after third-party IT service providers to fulfill its IT needs.

It outsourced its IT services to giants including Wipro, Satyam, Deloitte, Cognizant, and Capgemini.

According to Mr Manoj Prasad, VP-IT, TFS India, TDC will be involved in TFS' top 5 projects.

The TDC was ran as a pilot since 2012, before being developed as a complete IT operations entity.

The newly inaugurated TDC now hosts 180 IT professionals, which is expected to reach a headcount to 250 next year.

"There is a big focus on hiring directly from college campuses. We have had great responses from IIT-Madras and IIT-Roorkee. Sixty percent of our hires will be from colleges, and 40 percent from the market with experience," said Mr Amit Chopra, MD, TFS India.

Hiring directly from campuses offer companies more leverage on its cost-cutting measures.

By insourcing IT operations, companies gain more control over the development and execution of projects without having to cope with third-parties' time frame.

It also offers a peace of mind to companies since data security issues are a major concern when outsourced.

TFS is a $17 billion corporation, which has made investments worth $125 million in India in the last 5 years.

In the next few years, said the company, it may open similar centers in other Indian cities including Mumbai and Gurgaon.

The TDC is expected to double up its capacity in the next 12-24 months, said TFS.

"Availability of skillset, cost, labor and resources in India give us an advantage on cost measures, and enables us to work more efficiently and productively," commented Mr Manoj.

On similar lines, in 2014, biopharmaceutical giant AstraZeneca (AZ) insourced its IT operations by opening its Global Technology Centre (GTC) in Chennai worth US $9 million. Till then, IBM served as its IT partner since 2001.