IPT cuts software development costs by 50% using Benvia's offshore solutions

In today's challenging economic climate, executives tasked with new technology initiatives face daunting obstacles. The requirement is to get more productivity out of a smaller budget without sacrificing quality.

When Brian Lauducci, Director of IT at IPT, was tasked with scaling the company's existing proprietary software platform, he needed to add resources quickly and efficiently. "Technology is our core business. We had some limited resources here in the U.S. and we needed a way to expand the bandwidth that we could pump out of our department," says Mr. Lauducci. "The hiring process can take some time and it certainly has its challenges and its risks and its costs and we were looking to see if we could ramp up our technology as quickly as possible with a trusted source."

Working out the kinks in operations with improved technology

IPT helps government entities streamline lethargic operations through the use of cutting edge hardware and software platforms. In today's challenging economic environment, inefficiencies can be more closely scrutinized with the help of IPT's proprietary data management systems.

Of course, all of this proprietary technology needs a robust software platform that can interface effectively with numerous users in different departments within the government organization. That platform requires thousands of hours of programming to go from concept to Q.A. to rollout.

Unfortunately as most IT Directors already know, adding U.S. developers isn't as easy as flipping a light switch. The advantages of adding off-shore resources have been attractive in recent years, but without a competent, trustworthy and transparent off-shore partner, it can be filled with additional risk.

U.S. or off-shore development?

When the time came for Mr. Lauducci to add the additional bandwidth, choosing between U.S. and off-shore vendors was the first decision to make. "When you make that first decision between off-shore or U.S.-based, the number one factor there is going to be cost savings," says Mr. Lauducci. "When we looked off-shore, we were looking for cost savings and for flexibility as far as growing and scaling the team."

From there, the ability to communicate smoothly with existing U.S. staff and consistently maintain a client-centric attitude became the critical factors during the selection process. "Once you make that decision, you're looking for someone with good communication skills and you're looking for someone you trust to make right any situation that might come up.

"There were some vendors that we had phone interviews with where it was very difficult to understand each other. And so it was important for us when we interviewed Sandeep and his team that we felt comfortable that

> " It's obviously possible for things to come up and problems occur. No one expects it to be problem free. But you want to make sure to have somebody that will work with you to actually get through those things. "
>
> – Brian Lauducci,
> Director of IT, IPT

IPT

AT A GLANCE

CLIENT:
IPT

PROBLEM:
Scale existing proprietary software quickly and efficiently while maintaining full control of both project and resources.

SOLUTION:
Benvia assigned offshore development resources to act as an extension of IPT's existing team in order to leverage development speed.

RESULTS:
50% cost reduction compared to quality U.S. based resource options. IPT maintains full control of project.

> **" I have recommended and I would recommend Benvia to scale a development team. "**
> – Brian Lauducci, CTO
> IPT

communication would work properly," says Mr. Lauducci, adding that he and Sandeep Mathur, President of Benvia, met while working on a project at Met Life in 1998.

Quick and Efficient Development

After Benvia was selected , their primary responsibility was to fulfill the programming needs of IPT's senior developers during the expansion of their software's capabilities. However, Mr. Lauducci made it clear it wasn't enough to simply write code that made additional features usable. Instead, the code had to be "clean" and easily maintainable into the future rather than allowing quick fixes and patches to "pollute the code base," adds Mr. Lauducci. For the last 2 years, Benvia has acted as an extension of IPT's development team to bring their software functionality needs from vision to reality.

Obstacles are Inevitable

Of course, just like the beginning of every new relationship, there were growing pains. Mr. Lauducci admits, "It took several months for them to understand from our side why we were being so specific about how a particular block of code was written. Once they understood culturally what we were getting at they started to take that on their own and implement it. They understand what we're trying to do. They get it right more often than not."

Mr. Mathur notes that by maintaining a high level of transparency with clients, Benvia can identify and resolve issues quickly so project benchmarks stay on time and on budget. This allows clients to maintain full control over project direction and rollout while simultaneously providing a way to measure the success of the partnership.

Cost savings allow faster development

According to Mr. Lauducci, IPT has seen an average of 50% cost savings with Benvia over comparable U.S. based development resources. The ability to afford two off-shore resources for every one U.S.-based resource allows IPT to scale more quickly within the same budget constraints. More important is perhaps what can't be measured in ROI terms—the peace of mind knowing that Benvia can anticipate and resolve problems before they even begin.

Benvia's use of developers who "shadow" their primary staff was a creative way to keep IPT's deliverables schedule on track with minimal downtime. "I had no idea who he'd (Sandeep) bring in for developers. I had no idea how some of these things would work but I did know that he would make it right if something came up. That's something that I think makes it easy to recommend them."

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