Technical Panel Discussion IV

Participants

Nagarajan Pichumani, Founder & CEO, Resileo
Neha Jain Bagaria, Founder, CEO & Mentor, JobsForHer
Phillip Pickman, Consultant in Management and IT Project Management
Shanker B, Technical Architect, Software Test Lead, Amazon
PVN Kiran Kumar, Senior Corporate Trainer
Sharmila Baskaran, Senior Automation Tester Cognizant & Freelance Trainer
Rahul Gangu, Founder, RV Global Solutions
Harsh Nikku

The topics for the panel discussions

Outsourcing has its own pros and cons. This panel will discuss those in details and also about how outsourcing can be used more effectively to support the business community.

Entrepreneurship is more about micro-entrepreneurship
What makes outsourcing successful and what are the problems faced

It will certainly make a difference when you can get up from your seat and talk to the person who does the work for you. When outsourced, it is not possible. It is really tough to work with a person whom you do not know personally and not seeing regularly. According to him, dialogues have significance in teamwork. The emails, chats etc are limited to monologues as only a person can communicate at a time and there is no chance for immediate response.

However, Karthik pointed out that this limitation can be overcome to a certain extent using the latest technologies such as video conference. Anyway, he agreed that no video conference or any other technology can be a perfect replacement for direct person to person communication.

Nagarajan

Outsourcing started in early 1990’s by giving jobs to the companies next door. There the communication was not so tough. Later, as the communication facilities and technologies enhanced, companies started outsourcing across the border. However, with the latest technology, there are not many issues in communication. According to him, it is very difficult to get transformed into an entrepreneur from a corporate employee. One needed to convince many people including the family members first. Secondly, when you start your own company, you will have to take up the responsibilities of more areas than you used to take when you were working with some companies. That means the pressure on the person will be more and he or she should have a will to accommodate the pressure. According to him, one should be in Unemployment mode before becoming an entrepreneur so that he or she can get out of the working culture he or she followed so far.

Shankar
Quality of work, time schedule and the cost incurred are the three criteria which decide the quality of outsourced work. The country to which the work is outsourced also plays an important role in deciding the success of the project. According to him, the latest trend of outsourcing in large scale will not affect the employment if one is regularly getting updated with the latest technology and ready to offer what the industry is expecting.

Shankar is of the opinion that there will more opportunities for freelancers in the near future. At this point, Karthik intervened and agreed to it. He also pointed out the existence of many platforms that facilitate the meeting between the freelancers and companies as an example to support the words of Shankar.

**Sharmila**
According to Sharmila, A sort of revolution is happening in the remote work sector. More and more experts prefer to take up work from the offer and more companies are looking for people who work from remote locations. However, this will not affect the prospects of the regular employees. According to her, communication is not at all a problem as the modern technology offers many means of communication. She also pointed out that more companies prefer outsourcing to get resources from locations other than that they are located.

Karthik aired his opinion at this juncture saying that if the work is properly monitored and if the companies are getting right resources, outsourcing will be successful.

**Harsh Nikku**
According to him, more women are preferring to work from remote locations so that they can fulfill their multiple responsibilities at home and at work. If both the freelancers and company are matured enough to understand the real problems and work in the right direction to solve those issues, work from remote locations is a good option.

As an answer to the question from Karthik, he told that the attaining maturity is the major challenge in this sector. He also pointed out that work from remote location trend is going up as the time passes and there are good opportunities for both IT and non-IT professionals in this area.

At this point, Sheetal Reddy, Global Head (Marketing), Varkasa agreed with Harsh saying that one who works from home should have more maturity and discipline to be successful.

Towards the end, as an answer to Karthik’s query, Nagarajan told that when you start the business, it is always better to deal with the known network initially. However, one needed to go out of the known circle to develop the business.

When Karthik told that he can see whether the people are working or not when they work inside the office and it is not possible when they work from home, Nagarajan pointed out that the result will tell all. He told that his lead generation team is working from Hyderabad, India and generate leads from the US, Europe etc. They work well and the principal company in the US is satisfied with their work.
However, the workers should be trained properly to interact with the customers and to ask the right questions in getting all needed information from the customers and to generate leads.