

VIEWS FROM THE TOP

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COLLABORATIVE partnerships between the client and vendor are critical to the success and not a client dominant arrangement. Before embarking on the IT project, the vendor should ensure that the business stakeholder's interests are well understood and documented. Clients should ensure that the partner evaluation criteria are more aligned with business and its crucial staff, and also have to be drafted taking into consideration evolving market dynamics rather than static terms and conditions.

Some of the reasons IT initiatives fail are due to mismatch of expectations, scope of work being poorly or vaguely defined, and relationship between vendor and client being not convivial. A tool used to effectively manage expectations in outsourcing arrangements is a well-crafted service level agreement which provides clear targets and KPIs for measuring performance of both parties.