



What's This India Business?: Offshoring, Outsourcing and The Global Services Revolution

Paul Davies

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A global services revolution is taking the business world by storm! From call centers and claims processing to human resources, accounting and even legal operations, service jobs are migrating from the West to India by the thousand each year. While cost reduction is often the initial goal of off-shoring, *What's This India Business?: Offshoring, Outsourcing and the Global Services Revolution* demonstrates its real value: increased quality and greater effectiveness. Rich in examples and expert advice, this nuts-and-bolts guide shows what it takes to surge ahead of market trends, build a sustainable new business model and unleash the power of Indian business people to gain an advantage for your business. This is a practical guide to a country of a billion people with a complex culture and vibrant business environment, offering proven strategies for working positively with Indian businesses. Paul Davies draws on his own experiences developing business partnerships in India to take you step-by-step through the planning and implementation stages, exposing the hidden costs and benefits, and carefully steering you away from the potential pitfalls involved in off-shoring. You'll learn to identify the essential qualities in a potential Indian business partner, to negotiate successfully and tackle corporate responsibility and to face the future of the business world with confidence. Very well timed and well placed to advise any companies thinking of taking the plunge. Such advice is invaluable. - *Financial Times* A must read for anyone trying to understand the Indian BPO industry or even the minds of Western managers and their concerns when they do business in India. - *The Economic Times* Eminently readable...the 'Welcome to India' chapters should be required for anyone considering business in India. - *Supply Management Magazine* CONTENTS India Today and Tomorrow PART ONE: WHAT'S THIS OFFSHORING BUSINESS? Business Process Offshoring India and the Global Services Revolution Where to Start PART TWO: WELCOME TO INDIA Your Arrival Preparing for Day One Getting Around IST— Indian Streetable Time Meeting Differences PART THREE: WHAT'S RIGHT FOR YOU Making the Right Decision Due Diligence and Avoiding Risks Negotiations and the Art of Haggling The Right Result Creating Further Advantage Breaking into the Indian Market Corporate Social Responsibility

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From reader reviews:

Johnnie Nystrom:

A lot of people always spent their particular free time to vacation or perhaps go to the outside with them family members or their friend. Were you aware? Many a lot of people spent that they free time just watching TV, as well as playing video games all day long. If you wish to try to find a new activity honestly, that is look different you can read a new book. It is really fun for yourself. If you enjoy the book that you read you can spent all day every day to reading a reserve. The book What's This India Business?: Offshoring, Outsourcing and The Global Services Revolution it is rather good to read. There are a lot of individuals who recommended this book. We were holding enjoying reading this book. In the event you did not have enough space to create this book you can buy the actual e-book. You can m0ore effortlessly to read this book from a smart phone. The price is not too expensive but this book provides high quality.

Kay Davidson:

Playing with family in the park, coming to see the water world or hanging out with buddies is thing that usually you may have done when you have spare time, subsequently why you don't try issue that really opposite from that. Just one activity that make you not experiencing tired but still relaxing, trilling like on roller coaster you have been ride on and with addition associated with. Even you love What's This India Business?: Offshoring, Outsourcing and The Global Services Revolution, you may enjoy both. It is good combination right, you still wish to miss it? What kind of hangout type is it? Oh can happen its mind hangout guys. What? Still don't buy it, oh come on its identified as reading friends.

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