



ACHIEVE TRANSFORMATIONAL EXCELLENCE IN BUSINESS PROCESSES WITH VIAANTE

A QUICK GLANCE THROUGH THE WHITEPAPER

- Current Scenario
- IT Market Updates
- RPA transforming IT
- AI transforming IT
- An Ideal partner for all IT Needs- Viaante

CURRENT SCENARIO



IT Services Outsourcing Market is expected to grow at a compound annual growth rate (CAGR) of 7.7% from 2020 to 2027

HERE IS WHY?

- **Emerging technologies/outsourcing needs** : The global IT outsourcing market is driven by end-user computing services and technologies such as process automation and virtualization. These factors, along with an increase in security service outsourcing and cloud adoption, will continue to drive the market over the next 3-5 years.
- **Increase in adoption** : Increasing vigilance regarding data security and customer centricity in projects, particularly in BFSI and aerospace & defense industries, are fuelling the demand for IT services outsourcing. The market is also mushrooming given the ever-growing demand for consultancy-associated projects. The rising need for expertise in formulating and simplifying IT tactics, business architecture advisory, portfolio consulting, and ensuring efficient and fluid digital transformation is further boosting the IT outsourcing market size.
- **Increasing competition in the market** : Currently, the IT outsourcing services are dominated by Top 8-10 Tier 1 players. However, there has been an increase in competition from Tier 2/3 players in the market owing to demand from mid-size enterprises.
- Organizations are embarking **Digital Transformation** journey post COVID and with work-from-home, there is a push to move more and more applications to Cloud Computing.

In industries from healthcare to education to finance to manufacturing, the pandemic has forced companies to use technology to reimagine nearly every facet of their operations. The IT outsourcing market is constantly evolving and incorporates new technology updates and innovations very quickly. Innovation and new developments affect the global IT outsourcing market very quickly.

The healthcare industry has always been reluctant to use robotic process automation (RPA) to investigate new possibilities. With the implementation of different healthcare reforms, many firms have begun to use RPA and other creative technology to remain compliant and competitive.

VISIT OUR BLOG TO KNOW THE 5 KEY AREAS WHERE RPA IS TRANSFORMING THE HEALTHCARE INDUSTRY



THE 5 KEY AREAS WHERE RPA IS TRANSFORMING THE HEALTHCARE INDUSTRY



IT MARKET UPDATES

- The global tech talent shortage amounted to 40 million unfilled jobs in 2020. By 2030, the shortage is predicted to reach 85.2 million workers. During these 10 years, the skill shortage will cause an \$8.4 trillion loss in revenue for companies worldwide.
- McKinsey's survey shows that 87% of organizations are already experiencing a talent shortage. Sweden alone will be short of 70,000 developers or digital-related specialists by 2022. Israel, one of the top three tech startup nations of the world, is experiencing a 15% software developer shortage.
- Cloud computing ensures better data protection, faster data operations, and the ability to modernize business processes by painlessly implementing various business apps. The global quantum computing market will be worth \$8 billion by 2027.

While some tech businesses increased their IT budgets on the brink of the pandemic, the rest continued to work with their nearshore and offshore IT outsourcing partners to reduce development costs. Businesses will certainly continue to outsource jobs from 2021 to reduce operating costs, focus on core competencies, and hire high-quality experts.

In the following year, we'll see the rise of emerging offshore IT outsourcing market. The tech world will erupt with robotic process automation and AI-powered customer services. The AI and AR/VR technologies will stimulate a sufficient rise of fintech, telecommunications, and healthcare.

Sources:

<https://www.gartner.com/>
<https://www.aeresearch.net/>

Automation and digitalization are the only solutions to effectively handle the growing value and complexity of work.

Inefficient business operations consume operating costs. Hence, there is a requisite for a business process optimization partner who can not only drive your revenue growth but also enhance your business process management to provide end-to-end, scalable and result-oriented solutions.



MANUAL
Processes

RPA

RPA TRANSFORMING IT

IT processes are highly transactional as they receive several requests in a day. Sometimes, the number of requests is so high that it becomes difficult for the team to complete all the requests in a single day, leading to unnecessary iterations in day-to-day functions.

Robotic Process Automation (RPA) has been assisting IT departments throughout the world in managing and resolving IT requests in a systematic manner.

Why RPA?

- Helps in standardizing IT processes to reduce human errors
- Automates workflows to make it simpler for new employees to deliver the same outcome
- Helps in integrating disparate products from different vendors to manage IT issues efficiently
- Helps in minimizing resolution time by 50-90% and improving the service quality by 70% through quick response

RPA and Cloud

- Results show a clear progression in the adoption of RPA through outsourcing. More than 75% of respondents are actively considering or pursuing RPA in their sourcing arrangements. The focus is now on solving the tactical challenges of RPA adoption, such as developing and maintaining a positive business case, defining provider responsibilities, and assigning data ownership.
- The biggest barrier to RPA adoption is the inability to capture immediate value. Some clients find it difficult to justify the investment, as they don't see a positive business case in the short term. Even though the current pandemic crisis makes technology adoption an even bigger challenge for many organizations, it also offers aggressive organizations liquidity and opportunity to implement automation programs that transform their operating models and outpace competitors lacking the means or the foresight to adjust.
- Around 90% of this year's client participants saw cloud as one of the primary enablers in their outsourcing journey. The mechanisms for risk mitigation between clients and cloud service providers need to be stronger. Roughly four in 10 of interviewees articulated the need to ensure they can enjoy the benefits of the cloud with some peace of mind. Providers are getting this message. Almost all the interviewed service providers indicated their biggest ongoing focus is improving cloud data security.

As digital solutions become increasingly mainstream, clients are seeking providers who can elevate the way they do business, enable them to be more flexible, help them leverage the latest technologies, and improve their overall speed to market. Understanding providers' strengths is critical to deploying the right mix of large and niche providers to achieve the desired outcomes.

Preparing for the Post-Pandemic world

From all the insights, we anticipate the following three changes will take shape across the outsourcing industry:

- Business continuity planning will evolve rapidly (and already is) to cover future global pandemic scenarios and will include testing of service providers' ability to deliver from home offices, maintain their own supply chains, and deliver both desired data security and work productivity.
- Organizations that have migrated their functions and processes to the cloud will be in a better position to scale their technology resources with the changing demand. This will help them not only pay for what they need, but also provide technology resources required to meet that demand. They will also be in a better position to adjust their technology footprint once the pandemic has subsided.
- COVID-19 has banished the idea that physical collocation of resources is necessary to develop a trusting relationship in the workplace. This will likely lead to an increase in outsourcing. A remote work culture is gradually being ingrained within companies, and this will help them access global talent from the most cost-effective locations. It would also allow companies to hedge their risks by diversifying their delivery locations.

Outsourcing remains an essential tool for client organizations to support their strategic goals. Requirements constantly evolve, and the industry continues to build support with both established and new solutions. As always, for both parties to benefit in an outsourcing relationship, it requires a client's preparedness to invest and a service provider's willingness to embrace flexibility. Overall, outsourcing decisions will play a significantly more strategic role in short-term resilience and long-term growth.

AI TRANSFORMING IT



Workplaces are changing rapidly with the introduction of more innovative technologies. This also generates problems when there are not enough qualified and/or experienced members in the workforce. Not everyone has the required skills in the latest tools of Information Technology such as website designing, web application development, mobile application development, and big data analytics consulting.

The key to transitioning towards digital acceleration is to incorporate the power of AI into your business operations.

AI stands to transform IT outsourcing by promoting efficiency through automation, reducing costs, providing control, increasing security and improving negotiation terms for contracts.

Many business leaders have started to reinforce their tech-savvy side in these transformational times to prepare for the demands of our new normalcy. About why? Because it's the best time right now to equip your business with modern, efficient and cost-effective tools, and one of the most common is artificial intelligence.

Most organizations, however, do not easily plan to incorporate modern technology and implement it overnight into their day-to-day operations. This is why outsourcing services to an AI development partner specializing in custom software development has become such a significant trend this year, and why we are likely to see more companies outsourcing AI activities in 2022.

Why is it time to implement AI now?

[VISIT OUR BLOG TO KNOW](#)



**AN IDEAL
AI DEVELOPMENT PARTNER
FOR YOUR BUSINESS :
VIAANTE**

Technology innovation and change in a business environment are continuously generating more and more opportunities for the advancement and development of new software solutions that benefit the companies. For every requirement of our partners and customers, we provide end-to-end software development services and solutions. The team of highly experienced software development professionals at Viaante recognizes the value of completing projects within budgets, on time with high quality.

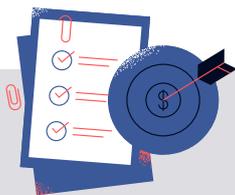
AN IDEAL PARTNER FOR ALL IT NEEDS -VIAANTE

Evolution in technology and transition in a business environment constantly create more and more opportunities for the advancement and development of new software solutions that benefit the companies.

Viaante provides end-to-end software development services, web-app and mobile app development solutions for a wide array of industries and verticals. Viaante's team of experienced software development professionals understands the importance of completing the projects within budgets, on time with high quality.

Apart from acting as 'enabler' in transforming operations of our clients, Viaante specializes in customizing technology platforms such as ERP, Databases, EHR/HIS for Healthcare, RPA, Business Intelligence (BI) and Analytics using multiple implementation models. We are also engaged in developing and maintaining product and business specific software applications.

VIAANTE



PRACTICE HIGHLIGHTS

- Cost savings - up to 60% of the overall budget
- Availability of large skilled workforce - can get your project live as early as 48 hours of onboarding
- Real-time reporting and Direct Access to Resources
- No Minimum Guarantee on projects - Any duration or Value



Ruby



JavaScript



python



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