

GETTING STARTED GUIDE

– The Kalpavruksh Way

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To make global delivery easier for you, Kalpavruksh have created a guide on how to get started and succeed with global delivery – The Kalpavruksh way.

Here, you can find information about how we can help you on succeeding in global delivery, as well as responsibilities throughout the process. We have years of experience in the IT field and have a frame of best practice. We do, however, know that every customer and business is unique and require a customised approach to become successful.

THE THREE PHASES OF PRACTICE

Phase 1:

People are the most important aspect in our business. It is therefore significant for us to have the right set of people and that they have the knowledge to ensure success.

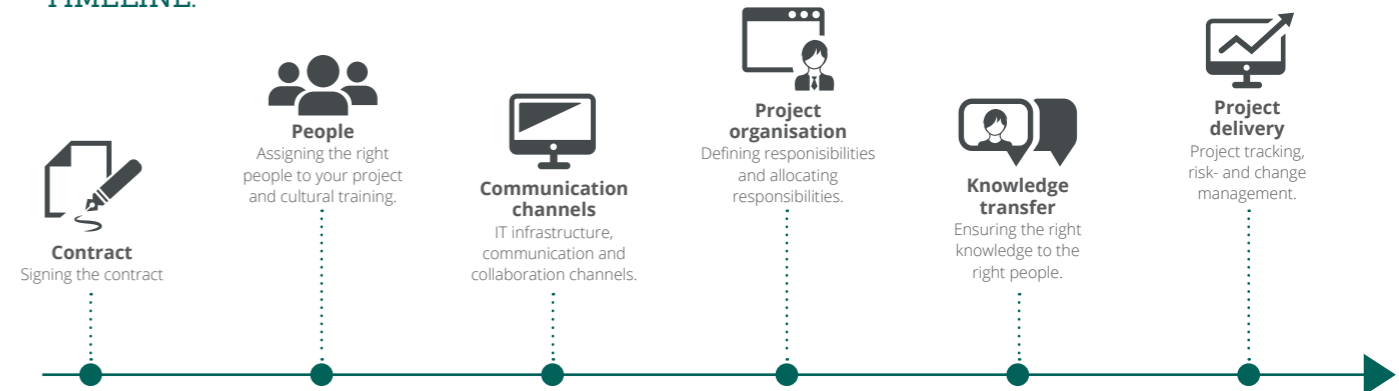
Phase 2:

For our people to be successful we have a toolbox we apply to ensure security, flexibility and efficiency.

Phase 3:

We make use of the tools from our toolbox through the project delivery phase. Here, we can measure whether we are using our tools in the best/optimal way. This way we can make best use of our resources and make sure your project is a success.

TIMELINE:



PEOPLE AND KNOWLEDGE

Assembling the right team

Responsible: HR department, Kalpavruksh Technologies A/S

We have a pool of specialised talents at our disposal, which makes it possible for us to put together the right team of developers for your business' need. That way you can be sure about the quality of the work and that the job is done professionally.

Our ambitious and talented developers located at our office in Mumbai all have an average of 10+ years of experience in the IT field. Because of their experience, they are not afraid to take responsibility for the work they do and for your project.

To put together the right team for you, we go through this process:

- Analyse Client Needs
- Formulate the specific skills required
- Search for available talent internally and externally
- Recruit people with potential on both professional and soft skills
- Facilitate knowledge transfer mechanisms
- Onsite trips, offshore trips, conference calls
- Ensure performance through continuous feedback and training



Cultural training program

It is important to us, that our developer team in India have an understanding of European business culture and are able to act accordingly. This makes us able to overcome cultural differences that could have been problematic in a business relationship. Our developers located in India therefore goes through a cultural sensitivity training program, where they learn about European business culture to secure customised communication and the right chemistry with our customers.

The training program features:

- Compare ways of saying yes and no
- Pro-activity and forthcoming expressions
- Questioning at the right points
- Consultative approach rather than followership

KNOWLEDGE TRANSFER

– the Kalpavruksh way

Responsible: Project team, Kalpavruksh Technologies A/S

Years of experience in the IT business have taught us, that every client is different. Therefore, we have designed a knowledge transfer system to ensure the right knowledge reaches the right members of our team.

Typical knowledge transfer mechanism:

- Setup project management office (**PMO**) consisting of client head, client SPOC (single point of contact), delivery head and project lead.
- Daily knowledge transfer calls between client SPOC and the project team.
- Weekly oversight and progress tracking PMO (preferably by video conference)

- Onsite visits by Kalpavruksh's development team to study the customers' infrastructure, apps and processes (**on a need basis**)

In niche- and critical project domains:

All customers are unique and we are used to working with complex and unique information to understand our customer. We are aware that of the knowledge transfer mechanism must be conducted accordingly. Therefore, we have customised steps we go through to understand the customer's business and to clarify the scope of the domain.



KALPAVRUKSH'S TOOLBOX

Contract and agreements - on the road to success

Responsible: Sales department, Kalpavruksh Technologies A/S

The contract offers a code of conduct for the partnership between Kalpavruksh and our clients. Our contracts are transparent, flexible and secure. This means that Kalpavruksh carries the overall employee responsibility and our customer are able to up- and down scale according to their needs with short notice. It also provides our customers with confidentiality and the IP rights. That way our customer can be sure of the ownership of the product produced during the partnership.

IT Infrastructure

Responsible: Project team and IT Head,
Kalpavruksh Technologies A/S

The IT infrastructure is crucial to the physical movement of knowledge between customers and Kalpavruksh, and is a combination of hardware and software solutions. The goal is to create coherence and value between people, tools and processes. To form a manufactured solution fitting the customer's business model the infrastructure is created in close collaboration between Kalpavruksh and the customer.

Communication and collaboration channels

Responsible: Project team, Kalpavruksh Technologies A/S

To ensure the right communication we will decide upon which type of communication and collaboration tools is best suited for the project.

Communication and collaboration tools that we offer:

- Video conferencing
- Audio conferencing
- Online collaboration using Skype, Gtalk, Google Docs, etc.
- Email and related add-on software

Project management and ticketing tools like Jira

The IT infrastructure consists of the following:

- Software development
MS Visual Studio 2015
- Collaboration environments
Microsoft Windows,
Linux or Mac OS
MS Office365 online
Skype for Business, Slack

PROJECT DELIVERY

Project organisation

Responsible: Project leader, Kalpavruksh Technologies A/S

The project organisation will help us allocate responsibilities between available resources - the project team and customer.

We believe that together we can create best value. In this phase, we identify the roles required on a project and define responsibilities of each role.

Communication planning and project tracking

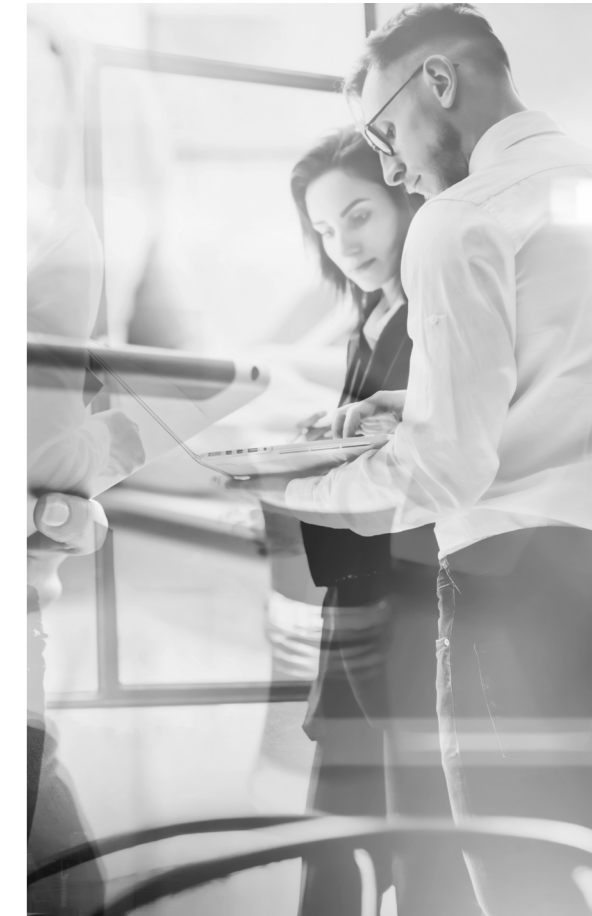
Responsible: Project team and project leader,
Kalpavruksh Technologies A/S

When we have allocated the responsibilities, we go through an identification phase, where we establish the communication planning and the project process.

- **Who talks to whom** to gain the best result and the project to become a success.
- **KPI** - We establish and follow up on a set of project parameters that can be tracked and a mechanism to track and analyse these. That way, we can keep track of the project and make sure we are on the right path and applying the right set of tools to ensure our customer success.

Parameters used to track can include:

- Productivity
- Quality
- Reaching deadlines



Risk management process and change management process

Responsible: Project leader and project team,
Kalpavruksh Technologies A/S

Risk management:

We have completed a mechanism to manage potential issues and risks of the project in a timely and systematic manner. This involves identifying the risks, assigning responsibility and a mutually agreed escalation process.

Change management:

To secure a high level of quality we make sure all changes are handled according to a process agreement. The change management process recognises and accepts that additional requirements and changes in requirements impact the scope of the project. This process includes aspects from receiving change requests and its priority, estimating its impact on effort, schedule and costs, to modifying the project plan and monitoring the progress.

CHECKLIST



People and knowledge

- Assembling the right team
- Cultural training
- Knowledge transfer



Toolbox

- Contract
- IT Infrastructure
- Communication and collaboration channels



Project delivery

- Project organisation
- Communication planning
- Project tracking
- Risk management process
- Change management





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