

CedarCrestone in India



CedarCrestone is increasingly being challenged by the market and its customer base to deliver high-quality consulting and managed services at reduced costs. CedarCrestone's India operations in Hyderabad are a key element to meeting this need today and will only grow in importance in the days ahead.

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CedarCrestone assessed the potential benefits and risks of offshoring business in 2003, resulting in the opening of an India business unit in Hyderabad in March of 2004. Investments have been made to ensure that the India facilities are modern and well equipped with secure connectivity from Hyderabad to the CedarCrestone Managed Services Center. All India personnel are CedarCrestone employees and—consistent with our hiring philosophies—only the most experienced Oracle professionals are recruited and hired.

CedarCrestone India provides a range of services using Oracle Applications (PeopleSoft suite of products) which include PeopleSoft Administration, Remote Development, Application Support, Database Administration, Application Management Services, Upgrades and Fusion Middleware in industry verticals such as Commercial, Higher Education and Public Sector. Our highly skilled resources are experienced in working with all pillars and versions of PeopleSoft product suite and get exposed to all things PeopleSoft. While US resources sleep, India personnel work through the night to ensure client systems are being supported, maintained and monitored 24x7 consistent with service level agreements.

The Benefits of Offshoring

To date, CedarCrestone's India operation has delivered high-quality services to customers across Commercial, Higher Education, and Public Sector industries. As CedarCrestone is challenged by the market and customers to deliver high-quality solutions at reduced costs, India will increasingly become an important differentiator. Very few competitors have the ability to internally source employees through low-risk, controlled processes at all levels of the PeopleSoft value chain, including offshoring capabilities. As the Oracle customer base contemplates moves to future product versions including Oracle Fusion, tapping a full-service partner with focused, offshore operations will become increasingly important. India operations will enable CedarCrestone Customers to achieve productivity gains through receiving high-quality services at reduced costs.



The Benefits of offshoring with CedarCrestone:

- Comprehensive support for global clients
- Competitive advantage due to cost savings
- 24x7 productivity – CMS never stops working
- Equivalent excellent quality
- Specialization – nighttime migrations, monitoring, nVision reporting, etc.
- Client data security driven by international security standards
- Location Advantages
 - 400,000 Engineering graduates each year
 - 1 billion English speaking population
 - Open, stable democracy
 - Geographic distribution ensures holidays are covered
- Ability to offer clients multiple service model options

