

# Company Presentation

2014



# Zeropoint.IT History

After volunteering in the humanitarian UN mission following the Kashmir Earthquake in 2005, the founders realized the potential of Pakistan and its IT workforce.

In 2006 they founded Zeropoint.IT in Belgium and Islamabad, Pakistan.

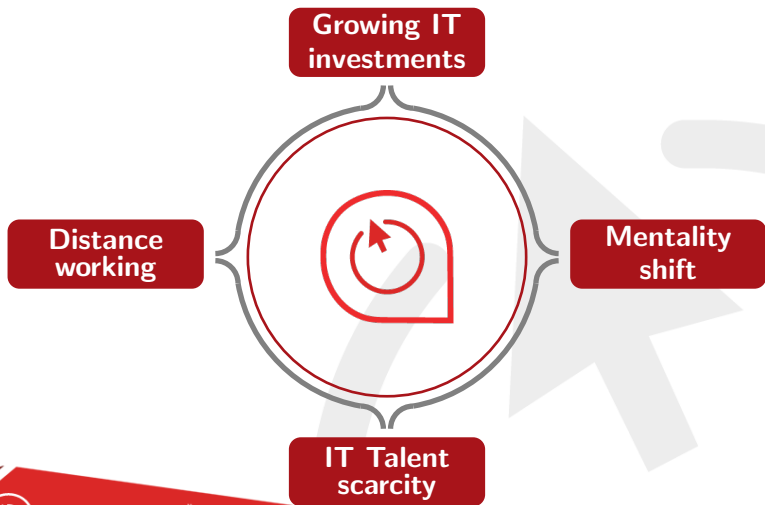
In 2010 a subsidiary was acquired in Sri Lanka allowing Zeropoint.IT to extend its capacity and reach for talented IT personnel in South Asia.

Establishing long term professional relationships between organisations and international talent.

- ▶ in Belgium (sources: Agoria and market survey December 2012)
  - Decline in Belgian IT graduates by 10% in 2010 and 6% in 2011
  - Approximately 100,000 active IT professionals
  - Shortage of approximately 10,000 IT professionals
  - 37% of SMEs have adopted IT staff offshoring (96% of these companies want to maintain or even increase their reliance on it)
- ▶ in Pakistan/Sri Lanka:
  - Combined more than 30,000 IT professionals graduate yearly

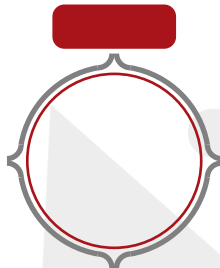
# Market trends

Zeropoint.IT finds itself at the crossroads of four strong and independent market trends:



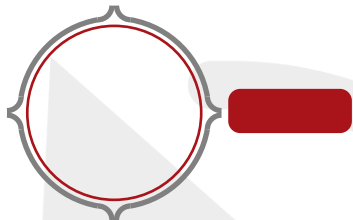
# Market insight: Growing IT investments

The importance of technology in our daily lives is growing immensely. This requires investments in resources and staff, increasing the **pressure on the Belgian IT labour market**.



# Market insight: Mentality shift

Today, all new graduates in Belgium are fluent in English and **connected with people all over the globe** through social media. They think naturally about the world as a global village, making the concept of IT offshoring easier to grasp.



# Market insight: IT talent scarcity

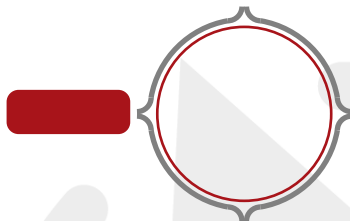
Compared to the upcoming BRIC countries, a **strong decline of IT graduates** can be noticed in the EU and the US. Predictions by the EU indicate that by 2015 there will be a shortage of 400,000 IT professionals in Europe.





# Market insight: Distance working

More and more companies adopt distance working to **avoid performance decreasing factors** such as traffic jams. In practice, there is little to no difference between collaborating at a distance of 60km or 6000km.



# Operational Offshore Management (OOM)

With more than 7 years of experience, Zeropoint.IT understands the challenges related to offshore software development. In today's business, too many offshore sourcing initiatives fail.

# Operational Offshore Management (OOM)

Zeropoint.IT has analysed these challenges and developed an Operational Offshore Management (OOM) layer ensuring:

- ▶ good communication;
- ▶ better social and cultural understanding;
- ▶ adequate supervision and performance management.

# Operational Offshore Management (OOM)

You keep your project responsibility and control. Zeropoint.IT provides a framework in which you can optimally manage the development of your projects according to your processes and quality standards.

# Pillar 1: HRM services

- ▶ Legal HR framework
- ▶ Advanced hiring processes
- ▶ HR administration
- ▶ Talent development

# Pillar 1: HRM services

- ▶ **Legal HR framework** : We have an HR framework in Pakistan and Sri Lanka compliant to the local authorities' social laws and European values.
- ▶ Advanced hiring processes
- ▶ HR administration
- ▶ Talent development

# Pillar 1: HRM services

- ▶ Legal HR framework
- ▶ **Advanced hiring processes** : Our hiring processes are adjustable to your requirements. Candidacies are received through various channels and screened on degree, experience, intellect, logic reasoning, math skills, attitude and English.
- ▶ HR administration
- ▶ Talent development

# Pillar 1: HRM services

- ▶ Legal HR framework
- ▶ Advanced hiring processes
- ▶ **HR administration** : We fulfil all required legal and social requirements, handle official and personal holidays, sick leave administration, . . . through proactive communication.
- ▶ Talent development



# Pillar 1: HRM services

- ▶ Legal HR framework
- ▶ Advanced hiring processes
- ▶ HR administration
- ▶ **Talent development** : Your virtual employees are continually trained on language and communication skills and business attitude through team events, seminars, and trainings.

## Pillar 2: System & infrastructure

- ▶ Office building
- ▶ Shared ICT infrastructure
- ▶ Custom ICT infrastructure

## Pillar 2: System & infrastructure

- ▶ **Office building** : Zeropoint.IT provides a professional working environment with a common space, meeting rooms, kitchen, lunch room and a relaxation room. Cleaning of the building and working space are included.
- ▶ Shared ICT infrastructure
- ▶ Custom ICT infrastructure

## Pillar 2: System & infrastructure

- ▶ Office building
- ▶ **Shared ICT infrastructure** : We offer and support secure and encrypted communication systems and tools for testing, version control, online project management and instant messaging. All developers have full access to the Internet through redundant Internet lines unfiltered by us.
- ▶ Custom ICT infrastructure

## Pillar 2: System & infrastructure

- ▶ Office building
- ▶ Shared ICT infrastructure
- ▶ **Custom ICT infrastructure** : Based on your requirements we can add simple software licenses to wholly dedicated systems. This is always subject to custom pricing.

## Pillar 3: Customer success

- ▶ Virtual Team Management training
- ▶ Performance management
- ▶ Escalation and troubleshooting

## Pillar 3: Customer success

- ▶ **Virtual Team Management training** : At the start of every collaboration you will receive a training which defines best practices for processes, policies, project definitions and user guidelines for all offered tools and systems.
- ▶ Performance management
- ▶ Escalation and troubleshooting

## Pillar 3: Customer success

- ▶ Virtual Team Management training
- ▶ **Performance management** : Our managers in Pakistan and Sri Lanka will assist you in managing the performance of your offshore team through follow-up meetings, communication reviews, pro-active problem recognition, etc. . . . Your team members are formally evaluated together with you biannually.
- ▶ Escalation and troubleshooting



## Pillar 3: Customer success

- ▶ Virtual Team Management training
- ▶ Performance management
- ▶ **Escalation and troubleshooting** : At all times Zeropoint.IT remains a Belgian company with local account management.

Zeropoint.IT offers your offshore FTEs a full time employment contract after which they work for you dedicatedly. Every FTE receives:

- ▶ personal infrastructure
  - modern desktop computer
  - dual monitor setup
  - direct VoIP line
- ▶ an above standard renumeration
- ▶ extra benefits
- ▶ trainings

## Skills

- ▶ .NET
- ▶ Java
- ▶ PHP
- ▶ Progress
- ▶ Javascript
- ▶ HTML5/CSS3

## Domains

- ▶ CRM
- ▶ ERP
- ▶ web development
- ▶ (non-native) mobile development
- ▶ testing

# Profile categories

- ▶ Expert
- ▶ Professional
- ▶ Junior

# Profile categories

- ▶ **Expert** : Expert in his domain with excellent communication skills who can act as a team leader. Relevant experience exceeds 7 years.
- ▶ Professional
- ▶ Junior

# Profile categories

- ▶ Expert
- ▶ **Professional** : Above average knowledge base. Relevant experience exceeds 5 years.
- ▶ Junior

# Profile categories

- ▶ Expert
- ▶ Professional
- ▶ **Junior** : Average knowledge base. Relevant experience of at least 3 years. Potential to become a Professional.

Zeropoint.IT is a **reliable and innovative partner** for **flexible and cost effective** sourcing solutions within a **social responsible** framework.



# Thank You

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<https://zeropoint.it>