

Remote infra management set to change India's IT landscape

Platforms Like Cloud Computing & Virtualisation Offer New Opportunities

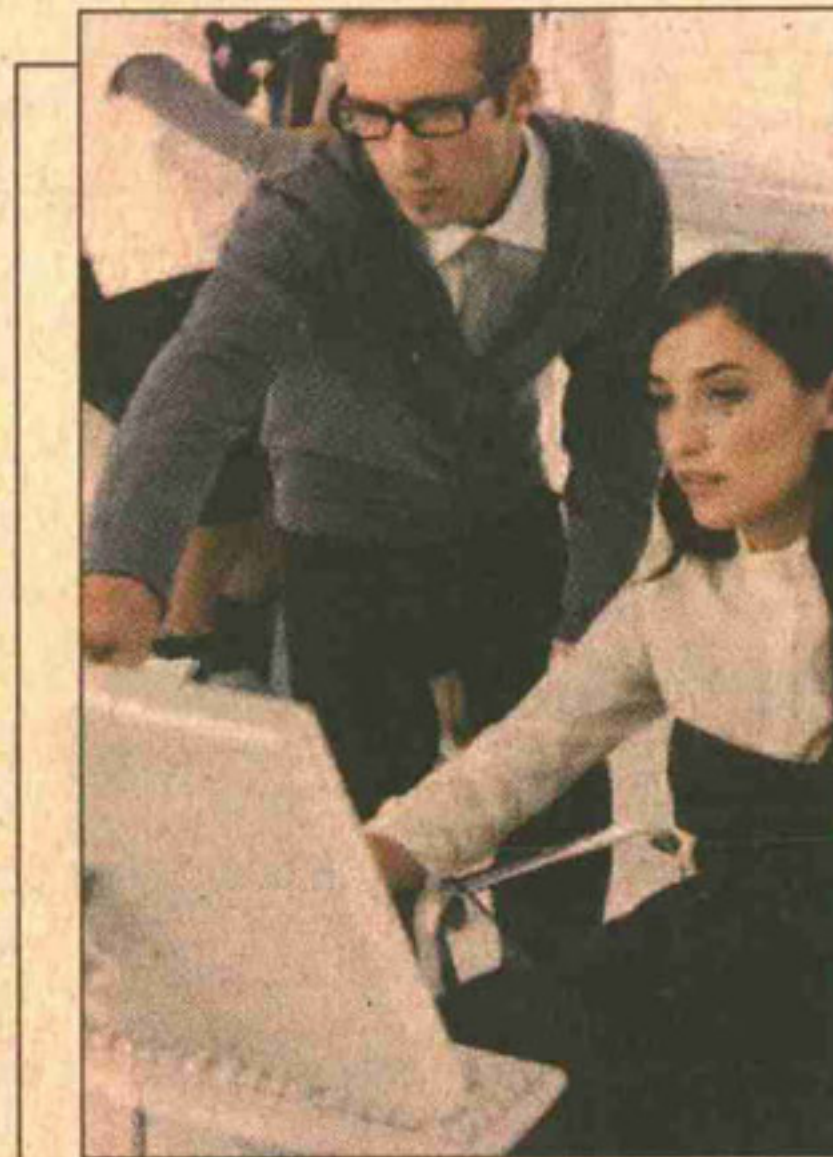
Our Bureau
BANGALORE

THE global economic recession over the past few years has impacted the average deal size and length of technology contracts, and saw companies adopt more complex pricing/business models, senior IT executives at a Nasscom meet on infrastructure management services in Bangalore pointed out.

Technology deals, in fact, have seen a shift towards output-based and risk-reward sharing model, the honchos said. The emergence of new and disruptive platforms like cloud computing and virtualisation have created new opportunities for this sector, they felt.

One of the sector that is helping Indian technology move towards a more non-linear growth strategy is remote infrastructure management. This segment has seen five-fold growth in exports and a four-fold jump in the number of employees.

"The remote infrastructure management services sector has been a major growth driver for the Indian IT services industry in the past few years, and has the potential to become the third largest revenue contributor to the IT services industry by 2020," says Som Mittal, president, Nasscom.



"But to sustain and achieve the potential growth, the industry needs to find effective measures to ensure 24/7 uptime of technical infrastructure, build a large pool of talent through investments in training, ensure compliance requirements of clients are met and security best practices are implemented on an ongoing basis," he adds.

All industry players, including Indian and MNC companies as well as captives are stepping up their man-

aged services offerings to seize the opportunity presented by the sector. The top five players of the IT industry account for close to 50% share in the export revenues. The BFSI sector has the greatest traction to RIM services, followed by other emerging verticals like telecom, retail, M&E and manufacturing.

Describing US "protectionist" moves as a "disturbing trend", the apex IT industry body said it hoped

FRESH START

- **Remote infrastructure management (RIM) is helping Indian technology move towards a non-linear growth strategy**
- **The RIM segment has seen a five-fold growth in exports and a four-fold jump in the number of employees**
- **All industry players are stepping up their managed services offerings to seize the opportunity presented by the RIM sector**

that America will make more investments to create jobs, instead of taking such "regressive" actions.

"I hope the US makes more positive investments to create jobs and to become competitive, rather than taking any regressive action which seems negative and will lead to protectionist measures around the world," Mr Mittal said.

Mr Mittal said the industry expects to hear more noise on the issue in view of the forthcoming elections to the US senate and House of Representatives, but "we do not know in what form or shape it would be". It was also not necessary that it would all be targeted at India, he added.

On the issue of flexible work permits and single visas for European Union countries, which the Indian IT industry has been clamouring for, he said Nasscom had been working with the EU for past two years. It has produced a white paper, which has been accepted, he said.

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