

ITC INFOTECH



Company Background

Incorporated in October 2000, ITC Infotech is a wholly-owned subsidiary of ITC Limited. It is an SEI CMM Level 5 and BS7799-certified company, and provides end-to-end IT solutions and services. These include systems integration, package implementation, software application development and maintenance, testing, IT security, infrastructure management services, and SAP and Seibel implementation to corporations across the globe.

The company has domain and technology expertise in four broad areas - manufacturing; consumer packaged goods and retail; banking, financial services and insurance (BFSI); and travel and hospitality. In addition to providing IT solutions and services, ITC Infotech also has a joint venture with ClientLogic in the BPO sector for providing technical assistance to clients.

Currently, the company employs more than 4,400 personnel. Over the last six years, it has registered rapid growth, with a CAGR of over 70 per cent. The company envisions being among the top-five Indian information technology-based outsourcing companies.

Offices of ITC Infotech Across Different Continents

North America	Europe	Asia
USA	UK, Denmark,	India
	Spain, Finland	Malaysia
	Norway	
	Czech Republic	

The company is headquartered in a 37-acre collegial-style eco-friendly campus in the heart of Bangalore and houses dedicated ODCs to clients, data centers, training centers, prototyping and R&D labs.

Global Footprint of ITC Infotech

ITC Infotech has development centers across India, the UK and the USA. The company also has offices in Europe and Asia Pacific, from where customers across 42 countries are served. In addition, the company's 100 per cent-owned subsidiaries in the USA and the UK function as its marketing arms.

ITC Infotech in the United States of America

Mode of Operation

ITC Infotech operates in the USA through its fully-owned subsidiary, ITC Infotech (USA), which has its registered office in New Jersey.

Overview

ITC Infotech (USA) Inc. provides IT services to its clients throughout the USA. It became a wholly-owned subsidiary of ITC Infotech India Ltd. in 2001.

Its New Jersey office also serves as an Onsite Development Center for offsite work for clients. In addition to this, the company has sales offices in Washington DC, Boston, Pittsburgh, Detroit, Houston, Phoenix and San Jose.

Recently, the company launched its operations in Alabama, with its headquarters in Birmingham. This center will employ close to 100 personnel within the next couple of years. The center is expected to yield annual revenues of US\$ 100 million.

ITC Infotech has already executed over 100 Project Lifecycle Management (PLM) implementations for clients across the USA. It also won the Enterprise Business Transformation Award (for Asia Pacific) for its e-Choupal initiative. This award has been instituted by Wharton School of the University of Pennsylvania.

The company's growth in the USA can be gauged by the fact that its operations have scaled rapidly and it has served several Fortune 100 clients in the past two years.

Clients of ITC Infotech in the US

Some of the major clients of the company in the USA are:

- DHL
- Parametric Technologies Corp
- Viacom
- Steelcase
- Microsoft
- AOL

Success Factors

Leveraging the Strong Brand Name and Domain Knowledge of its Parent Company

ITC Infotech has inherited valuable domain knowledge from its parent company, ITC Limited. It has been able to successfully leverage this knowledge and strong technical capabilities to establish its presence in the IT sector by providing robust solutions to companies across different domains. It also leverages the deep domain knowledge gained through partnerships with leading companies such as Abbey National Bank, British American Tobacco and DHL.

Business Domain-Centric Approach

The company provides integrated IT and IT-enabled services to its clients through a business domain-centric approach. It has inherited a valuable heritage by being part of a large IT-user business corporation and through its large number of engagements with major global organisations. It has capitalised on the expertise of its parent company and for constructing a domain-centric approach to provide solutions to its clients. The expertise of the company spans across several domains, including manufacturing, CPG and retail, travel and hospitality and financial services.

Stringent Quality Standards

The products and services provided by ITC Infotech conform to the highest international standards. The company is ISO 9001 certified and has been accredited with the SEI CMM Level 5 certification. It has also been certified with BS7799 and ISO 27001 in organisational security standards. The company has, therefore, been able to enter into important alliances with many large corporations such as Microsoft, Siebel, IBM, Sun and SAP. With India becoming a global hub for the outsourcing businesses, many corporations have chosen ITC Infotech as their preferred partner.

Future Plans

The company plans to increase its presence in the US, which provides huge potential for growth. The company is aiming at an organic annualised compounded growth of over 100 per cent over the next few years. It intends to increase the number of employees in its Birmingham office to 100 within the next two years. The company will also use the inorganic growth route to expand its operations. It will also make acquisitions, which will be a complementary fit to its services portfolio.