Abstract

In the recent past, the Indian information technology industry has been able to grow at double-digit figures, thanks to the burgeoning demand for software services and products in the international market. Some of the Indian software companies have benefited from these changes, as they have been able to provide quality services at competitive prices to their offshore clients. This phenomenon is under the lens for quite some time now and has been termed as "global software outsourcing". Various studies on this phenomenon have stressed upon the role of control and coordination approaches.

Control and coordination of these geographically dispersed activities to carry out work efficiently has become very important. Different formal and informal approaches are used for controlling and coordinating these activities. We studied sustenance and development projects to compare and contrast usage of different formal and informal approaches. We also studied the changes that have been made over a period of time to manage geographical dispersion of activities. Qualitative research methods have been adopted for collecting and analyzing data from four different organizations.

Our research shows that organizations have put in more formal process in both sustenance and development projects. These processes have been implemented with the help of different tools. These tools and processes have not only facilitated control and coordination of these projects but have also lead to improvement in quality and productivity of the teams.