



Auriga— Solutions for High-Tech Companies

FROM THE VERY FIRST DAY of operation in 1990, Auriga has focused on delivering robust business and technology solutions to high-tech companies. During this time Auriga has polished its model for engaging independent software vendors, equipment manufacturers, and other high-tech companies whose core business is software development.

The need for high quality deliverables, minimal management overhead, short time to market and high provider's responsibility is a given for any company seeking a partnership with an offshore provider. Yet customers from the high-tech sector need much more than that. For them, engineering tasks for them are core activities. When outsourcing core activities, it is crucial to have an engagement model that enables knowledge transfer and retention, resource flexibility, efficient projects portfolio management, IP protection and the painless integration of the offshore partner with the existing internal processes.

Conventional engagement models are insufficient. After studying the best practices of the offshore industry, as well as almost 20 years of experience in delivering offshoring services to high-tech companies worldwide, Auriga has implemented the Remote Engineering Center (REC) model, based on understanding of the customer needs. Compared to conventional models REC has several obvious advantages.

The highest level of each service provided for each client is ensured by CMMI Level 4 certification achieved in 2007 and a SPICE assessment focused on life critical software development compliant standards performed in 2008.

The solution includes the following components:

- A dedicated team with low attrition and rotation, and the ability to involve additional specialists during peak periods
- A Time & Material model with annual/quarterly limit
- Project-based management, with all resources and expenses tied to a particular project
- Tailoring Center's engineering and management processes to minimize impact on the internal customer processes
- SW development services compliant with DO-178B, ISO 13485, FDA 21 CFR Part 820 quality standards
- Direct communications at all levels to minimize management overhead and speed up knowledge transfer; weekly teleconferences
- Weekly projects' status reports and timesheets, an adapt-able set of project metrics provided as a part of status report
- Project management performed entirely on Auriga's side, with continuous joint management of a projects portfolio, and ability to make quick changes to the portfolio based on the business' needs
- Establishing a shared engineering environment, using the tools required by customer processes
- Minimal on-site presence—90% of the tasks are performed offshore
- Time-proven knowledge transfer methods
- Projects/account supervision, weekly process quality audits performed by Auriga
- Universal principles in the basis of the internal engineering processes, equally well applicable to various methodologies from RUP to XP
- A wide range of engineering services and technical expertise areas available at Auriga; experienced engineers that can participate in performing professional services for the ultimate-users of the customer's product
- Services provided by Auriga:
 - Engineering and professional services
 - Product QA
 - Project management
 - Recruiting and retention
 - Process implementation
 - IT support
- Tasks jointly performed by the customer and Auriga:
 - Process definition and QA
 - Managing scope, ensuring overall project success, project supervision
 - Planning, monitoring and control of the projects pipeline
- Efficient IP protection and informational safety measures:
 - Legal: corporate and individual NDAs
 - Organizational: workstations monitoring, security audits, Security Committee
 - Physical: 24x7 security, separate premises with electronic badge access
 - Network protection and auditing, separate network segment, secure data channels
 - Inter-office double and triple back-up methods