

trends

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**speaks with Career on
opportunities for
software professionals.**

■ On skill sets for IT industry

Communication skills, professionalism, continuing education and a good work ethic are essential for software professionals to succeed. As 'programming' becomes more of a commodity, additional value addition through specialisation and acquisition of domain knowledge

becomes important.

■ On the next spurt of growth in the IT sector

With Indian companies providing more value added services, business consulting and outsourced product development should grow rapidly. The healthcare and life sciences industries have not yet moved off shore in a significant manner and hence would be contributing more to the growth in the future.

■ The issues facing the software industry vis-à-vis bulging pay packets

This is a serious problem for all companies and more so for the small and mid size companies who face more pressure from customers on the margins. It can also have an adverse effect on the industry growth with threat from lower cost countries like Vietnam, Romania and so on. However since none of them at present can match the vast English speaking labour pool that India has, we have a comfortable lead.

■ Effects of anti-outsourcing campaign being run in US/UK on the

Indian IT industry

I don't think there will be any repercussions. On the contrary, we believe that outsourcing is here to stay and the pie will continue to grow bigger. Resistance to outsourcing is a temporary phenomenon based on loss of jobs in certain skill sets. In their quest to gain competitive advantage, the companies in advanced countries have little choice other than outsourcing work. But the IT growth in India is due to the fact that India continues to be competitive in terms of cost, technical and language skills.

■ Calsoft's forte and core competence

Smart processes, superior implementation capability, specialized knowledge in specific domains such as commodity trading & risk management, health care and network management solutions.

■ Skill sets that Calsoft look for in potential employees

In addition to the required technical skills, Calsoft looks at the employee's

commitment, attitude and ability to work in a team. Factors of prime importance are honesty and transparency in describing their skills and experience.

■ Training regime for the employees

Calsoft has been encouraging its employees in India and the U.S to pursue higher education, mostly through

evening classes and flexible work times. However, no formal collaboration with any specific university has been set up yet. In certain cases, we reimburse the cost of acquiring higher

degrees/qualifications on suc-

cessful completion of the programme. Our choice of the university/programme is usually driven by a combination of factors but primarily driven by employee's preference.

■ Addressing attrition

Our work environment ensures that employees have a sense of belonging. Apart from this, the transparency in operations, strong value driven work cul-

ture, competitive work environment ensuring reward for key performers, keeps the attrition rate minimal. We also ensure that remuneration does not become a major factor that forces employees to move on.

We ensure that all employees get at least 10 days of instructor-led training. Training usually focuses on technology skills, domain knowledge and behavioral aspects. We operate under flexi-timing. Barring a core period of time during the day, employees have the freedom to choose their work hours. Annually employees are formally evaluated twice on various parameters, which include performance on the job. This value evaluation and feedback, helps to identify and help our employees become more professional. Over the years, we have successfully managed to keep the attrition of our key employees close to zero. In fact, we have several employees who have joined us straight from technical/business schools campuses and have grown up to the rank of division heads.

— Amitabh Sharma

