VOLO

SOFTWARE OUTSOURCING

What is Software Outsourcing?

"If you deprive yourself of outsourcing and your competitors do not, you're putting yourself out of business."

– Lee Kuan Yew, Former Prime Minister of Singapore

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We live in the post-pandemic world where many aspects of our lives have turned upside down. Things that were emerging realities in the past have now become more or less global standards. Software outsourcing is among those. Though the origins of software outsourcing go back to the late '80s, it wasn't until lately that the curtain of skepticism surrounding this field largely fell apart. Globalization and the pandemic have shown us that we are all connected and that **you don't have to be sitting in the same room in order to be a good team.**

Credit where credit's due, software outsourcing had already become popular way before the pandemic but recently many companies that hadn't considered it in the past, have started looking at it from a totally new perspective. Nowadays, software outsourcing is not only a means of cost reduction, and your outsourcers are more than just a group of people who work for you. The whole outsourcing process has evolved, encompassing more aspects of business partnership and development than you could imagine.

Businesses now look at software outsourcing companies as partners with whom they have common interests and shared goals. These interests go way beyond financial benefits. The right outsourcing company can now help you expand your business, build important connections, and long-term relationships. It goes without saying that the good old benefits of outsourcing haven't gone anywhere - they've simply been topped off with new values.

Software Outsourcing
DEFINED

Software development outsourcing is a strategy where businesses commission a third party, such as a software development agency, to handle a part or all of their software development and other tech tasks. The commonly outsourced operations are as follows:

- **Programming and application development**
- **Tech support**
- **Disaster recovery**
- **Network services**

- **QA testing**

- **Telecommunications**

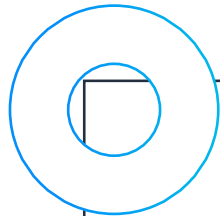- **Database development and management**

- **Data storage**

- **Security**

The IT outsourcing market is valued approximately at $413.7 billion as of 2021. This includes IT infrastructure outsourcing, IT application outsourcing, and IT administration outsourcing.

PROS & CONS

What are the Pros and Cons of IT Outsourcing?

There are several types of software development outsourcing and each of them comes with their own advantages and disadvantages. However, we will leave out the specifics for now and jump to the main characteristics of software outsourcing in general. Whether you choose onshoring, nearshoring, or offshoring, outsourcing at its core does not change much. Let's see what pros and cons outsourcing your software to a third-party provider brings to the table.

Software Development Outsourcing	Advantages	Disadvantages
	Flexibility	Lack of awareness of your IT infrastructure
	Competitiveness	Outsourcing IT operations can be tough
	Access to top talent	Less control
	Focus on core competencies	Miscommunication
	Business expansion	
	Cost savings	
	Job security of main staff	
	No hassle to build an in-house team	
	Access to the latest tech solutions	

ADVANTAGES
of Software Outsourcing

Flexibility

IT outsourcing provides quite a bit of flexibility, especially to medium- and large-sized businesses. It allows them to distribute tasks across the outsourcing partner's team of specialists and reach their development goals faster. Also, when working with an outsourcing company, it is much easier to expand or reduce the number of specialists working on your project depending on your project requirements. No need to worry about all the hassle of the gruesome hiring or firing processes which you're forced to deal with in the case of in-house employees.

Competitiveness

You might be using software solutions that are long outdated and no longer keep up with the requirements of our times. Technology evolves at a faster pace than ever - what seems to be trending today, might be out of use tomorrow. Good IT outsourcing companies are always in the know about all the latest tech trends. Especially, if you choose an outsourcer that works with the Agile methodology, you will reap the benefits that this approach comes with. Such a collaboration will give your company the agility you need to help you become more competitive in the market.

Access to Top Talent

Outsourcing opens up new possibilities for your business. You no longer have to look for highly-qualified specialists within the borders of your town, city, or country. Outsourcing opens the doors to the top talent pool of the world. Remember - the more professional and experienced the team, the higher the business productivity.

Focus on Core Competencies

Handling your software issues and tech needs in-house can take up a lot of time, resources, and energy. This leaves very little time for you to focus on what actually matters - your core business.
By turning to outsourcing, you and your team will free up a considerable amount of time to focus on your core competencies. The right outsourcing company will cover all your tech needs with high quality ensuring the smooth performance of your business activities.

Pro Tip: *In order for the distribution of responsibilities to be carried out properly, try not to micromanage neither your in-house team, nor your outsourcing partner.*

Business Expansion

Business growth is directly linked to making connections - new and valuable connections. Outsourcing gives you that opportunity. If you choose the right software development outsourcing company, you will not get a mere on-the-spot service provider, but a long-term partner. If you are able to lay a foundation of mutual trust and understanding, your outsourcing partner will go to great lengths to ensure that the software they provide contributes to the success of your business.

Pro Tip: Make the effort to build a meaningful relationship with your software vendor. Pay them a visit or invite them to your own offices. Small gestures go a long way.

Cost Savings

In the past, the main reason why companies chose to outsource their software needs was to cut costs. Outsourcing was a cheap alternative to hiring and providing for an in-house team. Despite the fact that outsourcing has immensely evolved nowadays and there is more to software development outsourcers than just being the cost-effective alternative for businesses, this benefit still remains at the top of the list for many companies.

Job Security of Your Core Staff

Outsourcing gives you the opportunity to easily scale your team up or down, according to your needs. You won't be forced to overload your existing team with tasks while you look for new employees. And, even more importantly, you will bypass the stress of having to let people go when you no longer have the need for their services.

No Hassle for an In-House Team

As a business owner, you are familiar with the hassle of providing for an in-house team – the need for office space, working equipment (desks, computers, stationery, water supply), insurance, taxes, etc. When you choose to outsource, you save yourself the headache of going through that again.

Access to the Latest Tech Solutions

As already mentioned, IT outsourcing companies will keep you in tune with all the latest tech trends and help you upgrade your software infrastructure according to the current standards. This will boost the efficiency of your business operations and give you a competitive edge.

Lack of Awareness of Your IT Infrastructure

It goes without saying that an outsourcing company will not be familiar with your business' IT infrastructure. You should be ready to invest some time in helping them learn the ins and outs of your business and internal operations. Be patient and give the Business Analysts of your software vendor an opportunity to learn the intricacies of your business.

Outsourcing IT Operations Can Be Tough

IT can be a tough business aspect to be outsourced because a lot of your business operations depend on the successful performance of your software solutions. Besides, depending on the size and niche of your company, you will need to have an IT system that fits your specific requirements and needs. That's another issue - there is not a single IT system that is made to fit all sizes. Be sure to find a partner that is able to deliver a solution that is tailor-made for your business.

Less Control

Many business owners fear that they will lose control over the important operations of their company when entrusting them to a third party. Another concern is the quality of the work. These fears are mainly rooted in the fact that the outsourcing team is not under the same management direction as the in-house team. This, in its turn, can result in not meeting the requirements properly, misunderstandings, and lower quality work. However, finding the right partner and building mutually trusting relationships can solve this issue easily. For your partnership to work out, trust that your partner will do its part and deliver what you need.

Miscommunication

Some people fear that by turning to an offshore outsourcing partner, they will face miscommunication issues. You might end up getting lost in translation. However, the probability of this happening is very low as, regardless of the country, most IT outsourcing teams speak fluent English. As for cultural differences, people working in the IT sphere, be it the Middle East, Asia, or Eastern Europe, are highly flexible and are open to the Western culture. Additionally, you should also take this as an opportunity to learn about a new culture. Since you are going to become long-term partners and your outsourcing company will be an extended part of your in-house team, connecting with them on a deeper level will enhance the creation of a global business community.

CHALLENGES
Red Flags & Common Challenges

At VOLO, we have been in the business of software development outsourcing since 2006 - that's quite a long time to become a well-versed vendor in the market. Over the years, our team has built long-term partnerships with multiple international businesses from a variety of industries, including but not limited to:

- **Fintech (Trading platforms, Financial tools)**
- **Supply chain/Logistics**
- **Insurance**
- **Consulting**
- **Healthcare**
- **Social networks**

We have successfully handled their IT needs, delivering high-quality software solutions that will serve their businesses for years to come. Thanks to our approach to building long-term, solid partnerships with our clients, we keep track of the provided software solutions, constantly upgrading them, and providing post-release monitoring.

Let's now get to the main point. Our extensive experience with our international clientele has not always been silky smooth. There have been a myriad of challenges, which is a natural part of growth. An important part of this growth and maturity was the understanding that we are not mere providers of outstaffing services. There's more to our offering than simply a remote outsourcing team. Our main offer lies in the fact that we approach your project as if it were our own and walk the journey with you. In other words, we're not just there to complete tasks - we are there to help you find the optimal solutions to your challenges.

We've got your back

We have had our ups and downs, we have had hard times rejecting business owners who did not value partnerships, we had communication issues, and many other challenges but here we are now – telling you about our path with brutal honesty yet without fear of losing clients. You may wonder why?
Let us break it to you here.

The above introduction to the pros and cons of outsourcing was the general truth.
The specifics are discovered when you take up on that journey on your own – whether as a business owner, or as an outsourcing company. To help you understand some of the important challenges on this path, we want to give you a fresh perspective into the matter.
The perspective of the outsourcer itself – what challenges have we faced over the years?
What criteria have drawn us back from certain deals and what have attracted us? What communication issues did we have? Did they have a huge impact on the work process overall?
You can find the answers to these and many other questions in our honest "confession" below.

As a "mature" organization we consider it important to be open to our current and future partners. We believe that it will help you, as business owners, to choose the right outsourcer and build more efficient partnerships with them.
So, let's jump right into it, shall we?

Miscommunication is a common drawback of outsourcing. In our experience, though, language has never been the main cause of misunderstandings. Our team members, especially those in direct contact with international partners, speak fluent English.

We had cases when English was not the native tongue of our partners and they were reluctant to use it during our meetings. But even in these circumstances we managed the situation professionally and the language barrier was overcome.

For example, we have German-speaking teammates who handle the situation if a native German speaker does not speak/does not want to speak English.

The time zone differences also caused certain communication issues. If the partner is, say, 12 hours ahead, sometimes it's hard to address minor issues quickly. As a result, the project might stay on hold for an additional day, while otherwise, the issue could have been solved instantly or within a couple of hours.
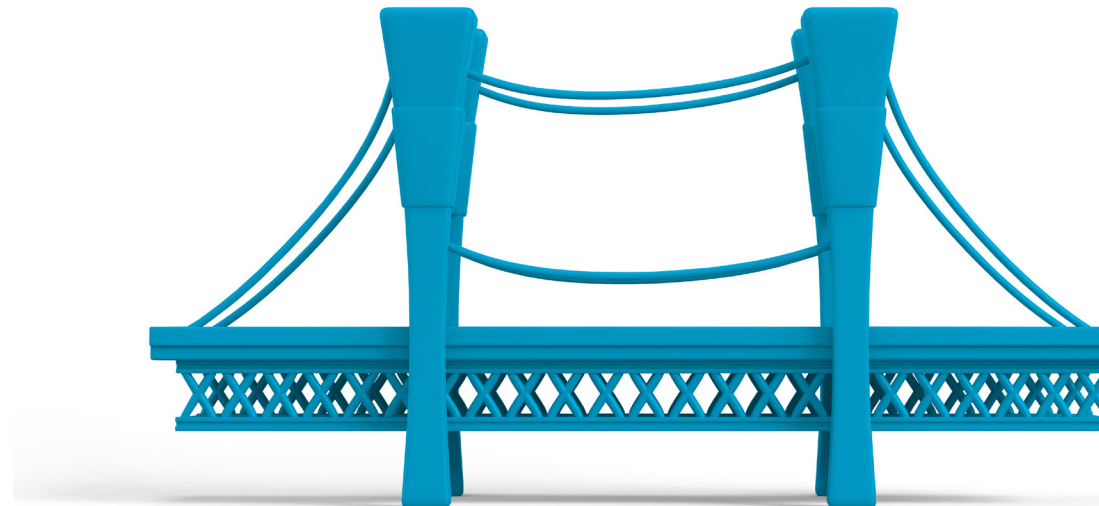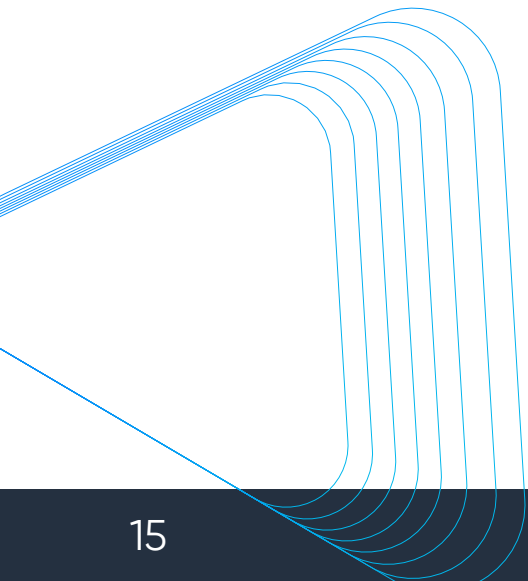
And last but not least, the differences in cultural backgrounds and mentality can also be a problem sometimes. Even if both sides understand each other clearly language-wise, the cultural norms and standards that vary from country to country can lead to misunderstandings. However, thanks to our extensive experience in communicating with multiple international clients for years, we have learnt to be more conscious of the cultural differences. As a result, the miscommunication issues caused by this factor have essentially decreased.

Tip: *It's all about being more aware of the person's culture you are talking to and, in general, being more considerate and intentional during business interactions.*

2. Cost to Process Ratio

At VOLO, our main approach is based on Agile principles. Agile allows better, faster, more flexible, and efficient development phases than other project management methodologies. At the same time, we strive to adapt to our partners' expectations and requirements, while not sacrificing our main principles.

Our clients often reach up to us with different expectations (other than Agile) when it comes to the project management methodology. After having carefully researched their project, we either offer them the best of two worlds: a custom-created hybrid model of both traditional and agile methodologies, or if the customer is too insistent on their preferred project management approach, we are forced to decline the offer.

Clients often lack the required tech background in order to actually choose the most efficient project management methods and solutions for their IT projects. At VOLO, we do our best to come up with the best solutions for their projects - for easier and faster development. However, it might not always work if the client prefers to stick with the traditional methodologies only (say, the Waterfall approach).

The client may insist on the Waterfall-only approach for several reasons:

- **Costs:** In case of the Waterfall approach a fixed price is set for the project and no ongoing calls/changes are made.

- **Faster development:** Thanks to the initially agreed upon requirements, project scope, and price, there won't be any requirements for change throughout the development. Hence, the project will not be prolonged.

- **Agile requires client commitment:** Many business owners are intimidated by the modern project management methodologies. This can be not only because of the costs but also as a result of the set mentality that the Agile approach will cause additional difficulties and unexpected changes which they are not prepared for. These changes will require frequent involvement and dedication from the partner's side which most business owners are reluctant to go for. When we notice this fear in our potential partners, we simply show them the successful examples of projects built with Agile in mind that have given tangible results in the long run. It doesn't always change their mind and it's understandable because they might have no time to get involved in the development process more often than, for example, the Waterfall model would require. But Agile is always worth the hard work.

Business owners who are guided by such reasons in their choice of project management model, often choose another outsourcing partner over us, one who agrees to work through Waterfall. Though this method can be the right choice for small projects, it doesn't always work with large ones. On the contrary, large projects developed with the Waterfall method might often fail or end up costing more than expected because halfway through the development process the unexpected changes always come around.

Note: *At VOLO, when evaluating the project scope, we may agree to a fixed-price model only in case of small projects with clear and detailed requirements. We have had many clients change their mind and agree to work with Agile methodology after having discussions on how beneficial it is. In other cases, we are forced to turn down the client because our ideas on transparency, efficient work, and fruitful collaboration go hand in hand with the methodologies which are flexible and project-centered.*

3. Team Transparency, Trust, and Tracking

Let's continue on the same note of transparency which is yet another issue that worries business owners who want to outsource their IT needs. Many of them understand the importance of refraining from micromanagement and trusting their outsourcing partner. However, as an outsourcing company we also understand that trust should be built on solid foundations.

Besides our extensive experience, client recommendations, and professionalism, we also consider it crucial to be transparent with our clients during the project development process. You will always be in the know of who is working on your project.

- **The tech team will be introduced to you during the initial calls.**

- **You will be able to track the work of each team member via our task management board. Any team member changes will be discussed with you beforehand. We give 3 weeks' notice.**

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- **Team member change requirements from your side will be considered and processed properly. The change will be carried out if we have another available specialist who can continue the work at a given point. As our partner, we hope that you will also give us an early notice about similar requests.**

This type of transparency has proven to be a good basis for building mutual trust and long-lasting partnerships. If your outsourcing partner does not offer such transparency, if you are not aware of who is doing what in your remote outsourcing team, if you have no access to track the task progression then be sure that at some point your relationship with the outsourcer will gradually stagnate leaving you wondering which way to turn.

4. From The Vicious Circle to The Virtuous Cycle

It goes without saying that we have clients who come to us with great ideas yet on a tight budget. We understand that our pricing might seem expensive for them, especially if they are a startup.

A different case to this is when clients, capable of affording what we offer, choose another company over VOLO. They do so because the other company offers lower cost software development services. What happens in such a situation?

The business owner who goes after the cheaper option, gets trapped in a vicious circle. Here is why:

- **As a rule, the cheaper your software development outsourcing, the lower the quality of the delivered results.**

- **Expect hidden costs to come to the surface throughout the development process. These costs will appear when you understand that you have been caught in a marketing ploy. Your outsourcer may offer you discounts or special deals, but no matter how truthful and attractive that sounds, the real costs of the development process cannot be avoided. Eventually, the whole thing will cost you much more than you planned for.**

- **No team transparency. Possibly, no availability to track the task progression or even, meet the whole tech team working on your project.**

- **You will end up coming back to the outsourcer who seemed more pricey but offered higher quality. In the best case scenario, you will have a failed or a poorly developed project and end up paying double the price. In the worst case scenario, you will be ripped off and left with no budget to recover your project with the right partner.**

We have witnessed many clients get themselves into this trap. We don't want you to take that bait.

What we want you to know is that our services are not overpriced. We give you the cost range and a detailed description of what and how will be done on your project (team composition, timeline, involvement needs per specialist and seniority level).

As we work with Agile methodology, we don't set a fixed scope and price. We share a high-level estimate based on our past experience with similar-scope projects and the available information about the key features and functionalities of the platform to be developed. We take into account all the possible ongoing changes, holidays, employee vacations, and other factors. Knowing the range, you can be ready for all the possible cost changes during the project development process (new feature requests, team expansion, etc.).

It's all transparent - you get what you pay for and the results will last a lifetime.
So, don't get yourself into the vicious circle of empty promises, but rather get
a head start over others by choosing quality.

Crisis
RECOVERY

The above described cases do not happen once in a blue moon. Quite the opposite, they occur pretty often putting businesses in critical situations. We have had many such opportunities to help companies recover their failed projects and pull them out of the trap which they got themselves into as a result of lack of experience and seemingly cheap services.

In fact, businesses go through many different types of crises – financial, personnel, organizational, technological, as well as crisis related to market shifts or managerial changes. You would be surprised to know how many of these issues could be solved with the right outsourcing partner. Of course, we cannot deal with every company's internal financial or organizational problems but we can help essentially mitigate the risks.

The right outsourcing partner can help you out of different critical situations, such as:

- **Recovery of a failed software project**

- **Improvement of your technology and its performance**

- **Handling your personnel shortage with top talent**

- **Less intimidating market shifts: the right partner will be there for you during drastic market changes. They will ensure your product has the features required by the current standards.**

Now let's dive in a bit deeper and discuss more specific cases of how VOLO helped its partners recover from different types of crises in different times.

1. Failed Project Recovery

We have had clients go through the above described vicious circle and come back to us with a failed or poorly developed project.

Tip: *If you are in the same situation, discuss the project details, the recovery plan, and the possible results with a trustworthy outsourcer. If the solution looks effective and painless, and if you have the needed budget at hand, go for it. Remember to be patient and not to pressure your partner putting the stress of the past negative experience on them. Trust them and give things a little time.*

What we do in most cases is suggest creating the project from scratch. We show them a quick comparison of what it costs to recover a totally ruined project and to start it from zero. In our experience, it's always more cost-effective and beneficial to build a new product than try to "save" a failed one.

Other times when we see that the built product is not in a too hopeless state and improving it would be the better option then we stick with working on it rather than building a new one.

2. Business Growth

Business owners sometimes find themselves in critical situations when their existing software is unable to keep up with the increasing needs of their growing business. In such cases, we help them improve the architecture of their software adding new features and functionalities. This way the business processes are essentially optimized and the overall internal team productivity is improved.

At VOLO, we have helped partners whose businesses needed better and more innovative tech solutions to decrease the time to market.

Besides, our business analysts can assist you in conducting thorough market research and guide you in the selection of the right features for your software solution.

We help you build a customer-centric product that addresses the needs of your users and stands out among the other similar solutions in the market.

3. Running out of Team Capacity

As noted before, hiring an in-house team can be a very daunting, costly, and energy-consuming task. If you are running out of team capacity, it's high time to outsource some of your tasks.

No need for going through a ton of resumes, interviews, and then providing for a new in-house team. What if the workload is reduced at some point - how are you going to fire your, say, 2-month employees? Don't forget about your company's reputation.

An outsourcing partner provides you with a dedicated team for a given period of time, until your project requirements are properly completed. Besides, you can also ask for team member changes, easily decrease or increase the number of people working on your project without worrying about offending anyone.

At VOLO, we always provide our partners with experienced tech specialists: developers, designers, QA engineers, project managers, and business analysts. We are quite flexible and follow the project needs of our partners. Not a single specialist will be assigned to your project unless there is a need for them.

4. Legacy System Migration

You may not have been paying attention but at some point legacy software will make itself known.

Here are a few signs you need legacy system migration:

- **Slow performance, frequent crashes, and multiple glitches**

- **Your third-party software vendor has stopped supporting the product you are currently using.**

- **On-premise software hosting.**

- **Your software is not mobile-compatible and cannot be accessed from anywhere anytime other than the office computers.**

- **Incompatibility with modern software solutions. Your software should be able to integrate with other tools that your business needs for growth.**

- **Lack of flexibility to add new functionalities and expand your software capabilities.**

- **Higher risk of cyber attacks**

- **High operating costs.**

- **Expensive maintenance and support.**

If you feel that a couple or more points listed above are about your software, it's time to consult the corresponding specialists about it.

At VOLO, we have ensured the smooth and painless legacy software migration for many different businesses. The benefits are simply immeasurable:

- **Reduced maintenance, software, and licensing costs.**

- **Increased operational efficiency.**

- **Improved security.**

- **More flexibility and modern software compatibility.**

If your business is functioning on legacy software, be sure that you are way behind in the market competition. As a business owner you should be able to adapt to changes and encourage your team to be open and adaptive as well.

FULL-CYCLE

Software Development:
How VOLO Delivers

For the successful implementation of your project, it needs to undergo a cycle of clearly defined development stages. There are no dogmatic rules as to what these stages should be. Each company is free to adapt the commonly accepted software development life cycle (SDLC) to their own goals, principles, and work ethic. At the same time, the core remains the same for all: developing an idea into a reliable minimum viable product which will then be optimized through multiple iterations and maintenance.

At VOLO, we have broken down the stages of full cycle mobile and enterprise software development according to the best practices while keeping the core principles.

Let's have a look at our way of SDLC for enterprise and mobile app development:

- **Discovery and Business Analysis**

- **Project Onboarding and Development Approach Setup**

- **Iteration Cycle**

- **Release**

- **Ongoing Monitoring and Support**

Each stage is carefully and thoroughly planned having in mind the project goals, partner and user expectations, and high-quality development.

Discovery and Business Analysis

Our partners come to us with great ideas but more often than not, these ideas are at a quite raw stage. That's why we consider it crucial to start the collaboration with careful business analysis and research rather than jumping right off to the development process.

We thoroughly study our client's business idea, their target audience, user expectations, the overall target market: what it lacks, what new features the potential product can offer, etc. After consulting our business analysts, we gather and formulate the software requirements.

Note: *It is crucial to clearly understand and define the goals that need to be achieved through a given software project implementation.*

As a responsible software outsourcing vendor, we make sure to have close to precise answers to most or all of the following questions:

- **Who is the product for?**

- **What problems does it raise and how will it solve them?**

- **Who are the competitors?**

- **What is it that will make the product better than the existing ones?**

During the business discovery workshop we discuss various project related details - web/mobile features, the number of users the platform should support, cloud solution, and a lot more - all depending on the project type and its specific requirements. Based upon the outcomes of this workshop, we recommend the tech stack that best fits the development of the given project.

"When working with clients it is vital to have excellent communication skills so as to be on the same wavelength as them. You need to really understand the clients' needs and requirements, even the ones that are not verbally described. As a BA, I believe it is necessary to act as a proxy product owner for the client. This includes detailed understanding of the project as a whole, and specifically, of the functional requirements in relation to the business. Simultaneously, the product vision should be on track with the ongoing development process to help guide the development team in producing themost efficient software in terms of scalability, usability, performance, and security."

– Hayk Gabrielyan, Business Analyst at VOLO

We also have partners who have a more precise vision on the project they want to develop. These are usually business owners who have a tech background or an in-house CTO who knows clearly what the product specifications are and what tech stack they want to use for its development.

If the tech stack is within the scope of the ones we use, we give it a go. If we don't offer the required tech stack, we suggest an alternative and discuss why it would be a beneficial option for the client's project. The final decision is, of course, up to the client.

It should be noted that sometimes business owners overlook the importance of this stage which is a totally careless attitude toward their own business idea in the first place. We make sure to never skip this vital step.

Project Onboarding and Development Approach Setup

At this stage we make sure the right team is gathered with the corresponding tech specialists and project manager. The technical requirements are discussed in more detail, specified, and the implementation plan is created. Our project manager sets the due dates, deliverables, and all the other related requirements. As soon as the development approach is agreed upon with the client, the team starts working on the project. In the onboarding phase, it's crucial for us to make sure that each team member knows the project context in detail and understands what he/she does. Understanding the project goals and its essence is the key to a productive project development process. We don't accept the dry "instruction giving - task completing" approach.

The above process would be impossible without the willing collaboration and help of our partners. We appreciate their assistance in putting us in the course of things in all possible ways they can:

- **Provision of project briefs, notes, other project scope-relevant document**

- **Links to websites that contain important information about the project**

- **Additional information about the main project stakeholders**

- **Data about the project audience**

Iteration Cycle

The iteration cycle includes the following stages:

- **Requirement analysis:** At this stage, the project requirements are gathered based on the product backlog, the customer and stakeholder feedback, as well as the sprint backlog.

- **UI/UX:** This phase involves initial design planning, creation of mockups, navigation flows, etc. The purpose is to achieve a simple and intuitive UI/UX design.

- **Development:** The actual software development process kicks off.

- **Testing:** VOLO offers full-cycle quality assurance services to ensure that your software behaves, as it was intended, in compliance with all the functional requirements and business needs. There are two perspectives in which quality assurance can be done: Requirements-based testing performed in strict accordance with the defined requirements. Business-process-based testing performed in accordance with the knowledge based on the day-to-day business use of the system. We provide both manual and automated testing services. The actual software development process kicks off.

- **Deployment:** The developed code is deployed to a test environment. This way the product is continuously tested throughout the whole cycle and improved before the final release.

- **Support & Maintenance:** The development team will also provide ongoing maintenance to ensure that the software is running smoothly and bugs are detected on time.

Being an Agile-minded company, the above-listed phases do not just start and finish one after another. We stay true to the word "cycle". Thus, while reading the above list, imagine the following circular scheme as its reflection: each sprint in the iteration cycle goes through these 5 phases.

Iteration Cycle

Requirement analysis

UI\UX

Support & Maintenance

Development

Deployment

Testing

"Agility, among all, means understanding the importance of customer collaboration to reveal their needs and build trust. Keeping in mind the cost of the change curve, we involve our customers in all the stages of SDLC ensuring early feedback and delivering value as soon as possible."

- Yepraksia Hovhannisyan, Project Manager at VOLO

Release

Delivering on-time and on-budget, we reach the product release stage. Of course, this happens after the careful testing of the product by our QA experts. Additionally, a thorough security review is also carried out auditing the architectures and code bases of the software. As soon as we ensure that the final product is safe with smoothly working functionalities, it is good to go into the market and become available to your users.

Ongoing Monitoring and Support

We believe in the continuity of successful partnerships. That's why we provide long-term support and maintenance to our partners after the products have been released.

If need be, our team will carry out regular updates on your product and ensure it's always in-tune with all the latest security standards and market requirements.

PARTING
Thoughts

At VOLO, we value building strong partnerships and long-lasting collaborations above all. We have understood the importance of this approach as a result of years of hard work, making international connections, and building useful and high-quality software. Our view of software development outsourcing has evolved - we offer more than software development services and you get more than a new/updated software solution.

The foundations of our success lie both in the high-standard software projects we have been delivering since 2006 and the authentic business relations we have developed with our international partners.

Whether it's a new business idea you want to realize, a poorly developed software project needing an upgrade, or you are missing an important software tool to optimize your internal business processes - we have got you covered. Feel free to contact us here and our experts will get back to you.

ABOUT
VOLO

We are a software house and a digital transformation partner that delivers tailor-made software solutions to our clients globally.

We make partnerships that make a difference. From Fortune 500 companies to next-generation startups, we work with a mission to help our clients drive change and add value to their businesses through web and mobile solutions that make an impact.

As the fastest growing software outsourcing company in Armenia, we've been in the business for over 15 years, having served over 60 clients across 4 continents from our 7 development centers, with a team of 300 people and growing.

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