

NASSCOM-IBPAP sign MOU to strengthen cooperation between India and Philippines in the BPM Sector

NASSCOM signed a MoU in the presence of Undersecretary Nora Terrado, Department of Trade and Industry (DTI) - Trade and Investment Promotion Group, during the visit of the Philippines delegation to India, on the sidelines of the India-ASEAN Summit. The MoU was signed by Shivendra Singh, VP NASSCOM and Catherine Salceda-Ileto, Vice-Chair, and member of the Board of Directors, IBPAP.

Philippines is seen as an important and attractive location from a global sourcing perspective and can/is serving as an apt additional location for global and Indian BPM organizations. Leading Indian BPM organizations were present for the meeting with the business delegation from Philippines and agreed on the points mentioned below as the main focus of the MoU.

The next steps for Philippines and India to take the co-operation forward:

1. NASSCOM to explore having a seat/representation on the board of IBPAP, in the Philippines and vice versa within BPM Council.
2. Explore short term training courses in relevant /emerging technologies to be funded/facilitated by the government
3. Joint 'Go to market' strategy for India and Philippines should be done for the largest markets eg. the US and UK
4. Addressing the management gap requirement in the Philippines/retraining the existing employees with new skill sets
5. Focus on Design skills and align them with newer technologies

Some additional areas for cooperation are:

- Organization of regular Business Exchange programs and activities – with a focus on ICT eg. Annual delegations, participation at events etc.
- Build stronger Institutional linkages with regular exchange of students/skilled manpower
- Transparency of process in granting Visa, immigration processes
- Opening up agencies which would help companies do business in the respective countries eg. Ease of Doing Business, and help in a single window clearance for setting up office.
- To share Best Practices and help in enhancing efficiency, effectiveness and operability of business processes