

INFORMATION TECHNOLOGY OUTSOURCING

The purpose of the work is to evaluate the impact of IT-outsourcing on business development in the Republic of Belarus.

IT-outsourcing is the provision of services for the maintenance and support of the IT infrastructure of an organization through a third-party specialized organization.

IT outsourcing can be useful for organizations at all stages of development: for start-up companies (to ensure stable operation of the infrastructure and further development of the network), for a company at the stage of qualitative growth (to meet the company's need for professional specialists when the tasks facing the system administrator have outgrown the existing qualifications), and for a stable organization (as a replacement and supplement to existing support to improve the quality of services).

The advantages of IT-outsourcing are as follows:

1. There are no costs on the part of the customer for the search and training of qualified specialists;
2. The ability to change quickly the number of personnel involved and the volume of tasks to be solved;
3. The narrow specialization of the personnel involved allows you to achieve the highest quality of IT systems;
4. Reduced taxation compared to full-time staff;
5. Ensuring the smooth operation of the existing infrastructure, improving the security and reliability of IT systems;
6. Significant acceleration and improvement of the quality of the implementation of new software and systems.

Today, the market has a sufficient number of companies that are engaged in IT-outsourcing. The cost of IT outsourcing services in the Republic of Belarus varies depending on the range of services provided, the amount of work and the rating of the IT company (on average, \$25-\$49 per hour [1]). Among the services provided by their specialists, the following can be noted:

1. Outsourcing system services (carry out failure prevention and monitor the work of key customer services);
2. Comprehensive IT infrastructure outsourcing (management and support of operating systems, office applications, office equipment support and other tasks related to information technology);
3. IT-audit and consulting (the formation of a clear idea of the current systems of operations or the infrastructure of the client);
4. Computer and server maintenance (a set of works on the development and implementation of server solutions, maintenance of equipment and server software, including the provision of administration and server settings);

5. A computer network administration (a full cycle of servicing client networks: from designing individual IT networks in accordance with client requirements, consulting and project management to maintenance, support and complete network management);

6. Development and implementation of IT – strategy (analysis of the technical, financial, marketing aspects of your company, in order to develop a coherent IT strategy that matches your business strategy and priorities).

A range of factors makes Belarus an attractive IT-outsourcing destination. First, it is a high qualification of Belarusian IT specialists. Secondly, the mentality of the Belarusian people. Our companies strive to establish trusting partnerships and make communication completely transparent. Third, Belarus provides competitive prices, which reduces customer costs by 30-50%. Fourth, the location of the Republic of Belarus near Western Europe that is one of the largest business centers. This means minimal time difference that makes it convenient for our companies to cooperate with European ones.

It is noteworthy that plenty of world-famous products were created in Belarus: MAPS.ME, MSQRD, Flo, Juno, Viber, World of Tanks, and many others. No wonder, that today nearly half of the leading Belarusian IT companies are based on foreign investment capital. Many Belarusian IT service vendors successfully work with Fortune 500 companies that include Cisco, Siemens, Bank of America, Coca-Cola, Colgate-Palmolive, Procter & Gamble, etc.

List of the Top Belarus IT Services Companies:

1. Intransition;
2. Sphere Partners;
3. N-iX;
4. Forte Group;
5. Brimit [1].

Thus, IT-outsourcing is a new and successfully developing direction in the global market of services. It has a number of advantages that help firms reduce their costs and save time. The trend of transferring business to the Internet makes this area even more popular. Being an increasingly popular IT-outsourcing destination, Belarus has various advantages for delegating software development. This makes the country competitive in this area in the global services market, which has a positive impact on the country's economy and, in particular, the development of the IT business. Unfortunately, due to the current political situation in the Republic of Belarus, many companies are moving their companies to foreign countries. But we hope that in the near future the information technology industry will return to its former course and even gain greater momentum.

REFERENCES:

1. Clutch – B2B Ratings & Reviews [Electronic resource]. – Mode of access: <https://clutch.co/by/it-services>. – Date of access: 07.03.2021.