

# India Expertise in Delivery

## Characters:

1. Expecting Father – Mr. Smith BAFFLED
2. IT sales person (Typical Indian accent with a south Indian touch) – Mr. Sellall GOLI

## Preview:

Hello friends. Today we are going to tell you a story of confusion. Confusion can cause problems, misunderstanding, irritation, expectation mismatch ...at times it could be disastrous. However, on a long run, we all get to see the funny side of confusion ...we look back and laugh at the result of the confusion.

Google ...the most popular search engine is becoming more and more intuitive now a days. But too much of intuitiveness can lead to confusion. If you try to search the phrase “India expertise in delivery” in google... the top 5 results will lead you to IT companies. This is exactly what our friend Mr. Smith Baffled did. He came to know from his friends that Indian medical industry is very advanced and more and more western people are getting their babies delivered in India. So when he made this search, he came across a few phone numbers which lead him to a few Indian IT Sales persons. This led to a whole bunch of confusion and ... why to tell...lets see for ourselves what happened here after.... Today is the first meeting of Mr. Smith Baffled and our IT sales person...Mr. Sellall Goli..

## Scene 1:

SG: Helloooo Mr Smith, how are you doing?

SB: Hello Mr.... eh..what was your name? Ah! GOLI ..right?

SG: Yes Sir .. yess sir.

SB: I am fine.. I am fine... how are you doing?

SG: Good, good sir...Sir, I have come to discuss about your project Sir..

SB: Project@@@!! See this regarding the delivery of my baby...

SG: Aaaaaahh!! “Baby” Sir??..I understand completely ...you know ... Sabeer Bhatia still calls Hotmail his baby, Sir....we fully understand your sentiments..from now on we will call this project as your baby, Sir!!

SB: Ok, whatever!! See.. to start with..we want to ensure minimum labor pain...

SG: You “doan’t worry” sir...In India we have a fantastic labor policy...

SB: Ok!! See the due date of the delivery is right after 6 months, so do you think its ok for you.

SG: “Doan’t worry” Sir..We will deliver on time Sir... and if you need we can put extra man power to do a quicker delivery.... Sirr.

SB: What?? No, no ..its not required...

SG: So...how do you think we should proceed...I mean what is the starting point...??

SB: Saar!! We will start from the requirement phase SIRR... where our analysts will discuss with you to understand the need of this baby... Sir, as we can all see, you have already taken all the initial steps require to initialize the project and lay the foundation ...However our analyst will help you create detail documentation about what you have done SIRR..

SB: What????

SG: Yes sirr.. This will be a learning for others...if they want to do it your way... or for the long term maintenance of the project..i mean the baby sirr..

SB: Ok..Ok..Whatever!! When do you think the Boss, *my wife*, should go to India?

SG: Saerr ... "doan't worry".... There is no need for her to come early SIRR....all monitoring can be done remotely with our advanced technology SIRR....She can come just a few days before the delivery...

SB: But ... but...what if we have to work on airline... I mean delivery on airline...?

SG: Delivery on airline? SIRR.. "we have all the expertise" SIRR ...we have delivered on Airlines, on Share market even on public sector Sir....if you need we can ask our customers to share their experience with you..

SB: No no...its ok... I have to go now...can you come again tomorrow so that we can work out the detailed plan on all the tests that you will do...where it will be done...etc etc...

SG: O' Kay sirr... no problem sir..

SB: Ok then...see you tomorrow..

## Scene 2:

SG: Helloooo Mr Smith..

SB: Hello, Mr Goli. How are you doing?

SG: I am fine Sir. Thank you. How about you?

SB: Fine..fine.. So can we talk more about the all the different tests you guys will do, when you will do and what is the detailed plan?

SG: Of course saar!! You doan't worry Saer, we start with unit testing..

SB: Unit Testing???

SG: Yess SIRR!! each unit part by part Sir...then we also do some automatic testing... followed by 1 round of "Integration Testing" SIRR.... We finish it all by "UAT" SIRR

SB: UAT??!!

SG: Yess SIRR... "User Acceptance Testing"... (SB looks baffled)...SIRR after we deliver... If you doan't like anything in your baby...we will have a dedicated team to "Rework" on your baby, Sir..

SB: What?? Ummm.. eh..mm.. OK.. What about the reports?

SG: Saar, you will get a weekly report and then a Monthly management review meeting report....just to ensure that everything is on track and there is no delay...

SB: (Wipes his glasses)... See this goes without said ..however let me repeat...we want the baby with "0" .. "Absolutely ZERO" birth defects...

SG: 0 Defects Sir??!!###... he he he...SIRR.. I am a sales man but I doan't do false selling ...SIRR...(with an apologetic face).. it is impossible to have deliveries with 0 defects... there will be some defects...but I assure you they will be only minor defects Saer...like look and feel defects... but no

major functionality issues...sir we do rigorous testing..however...we have a free maintenance policy of 3 months ... after delivery ...if you find any defects within the 3 months we will fix it for free.

(Mr. Smith faints)

SB: (Holding Mr. Smith) ...oh ho ...I think too much pressure...Sir, I will go now...you take rest and we will meet tomorrow to discuss the costing.

### Scene: 3

SG: Helloooo Mr Smith..

SB: Hello, Mr Goli... *and your ever smiling face*

SG: How are you Saar?

SB: Better .. better...How about you?

SG: I am fine sir (with a ear to ear smile)

SB: Lets proceed with our discussion...I would like to know the kind of infrastructure and the facilities you have... You know...like... what are the different kind of rooms you have....

SG: Ahh! Rooms SIRR? You doan't worry SIRR...we have different kind of rooms...some rooms can hold 4 person..some ..10...and the biggest room can hold 20 people SIRR..with Video Conferencing sir....

SB: What?? you don't have any room for single person???...

SG: Oh!! you mean cabins SIRR??... You see that is the beauty SIRR...We do everything in open ...full transparency...we believe in open culture...and open atmosphere..Nothing is hidden sir..

SB: WOW!!.. *and they say India is conservative*...See...I asked you this because I want to gauge the financial impact..there are lot of financial aspects involved in this delivery. The infrastructure and facilities are directly related to the costing.So... tell me .. What are the different instruments you have expertise on?....

SG: (Walks away from SB) *I think it is a finance related project...but infrastructure?*

*...instruments?..ahhhh...(Coming back to Mr. Smith) Instruments!! doan't worry sir...We have experience on all financial instruments...Checks, drafts, Interests..Bonds...*

SB: What!!!..Whatever.. Speaking of bonds..will you use any traditional Indian techniques to increase the mother-child bond??

SG: (Gives a blank Stare)"Mother child" bond SIRR.....Sir it is a new kind of bond in the market....we have worked on infrastructure bond..long term bond...but ..but..You doan't worry sir...we will create a special team to work on this mother-child bond, Sir...you doan't worry.

SB: Ok... I trust you...Now coming to the financial aspects.....What are your facilities ... like connecting to the insurance providers..or online money transfer etc. etc.....

SG: SIRR...You doan't worry sir....we have great expertise in insurance...many insurance providers are our client..... eCommerce!! and ePayment!! Our expertise SIRR..we will take care of it..You doan't worry sir!!

SB: See, this is a little personal ..but I will tell you.....This baby will help us to regain our interest in this world...

SG: Interest...Sir !!@#...we have **Special Expertise** in interest management....**Inhouse** product sir.

SB: *Inhouse product*...See, currently I am the lone manager of my business...this baby is my only option to manage my future.

SG: Sir ...you are confusing sir...

SB: So are you my dear...

SG: But you doan't worry sir..I completely understand...what you need is a loan management software which also manages Futures and Options....Sirr..brilliant idea Saer...you doan't worry sir, we will manage it.

SB: You will? (looking quite lost).. I hope I can bank on you...

SG: Core banking sir...core banking...we have all the expertise..

**Scene4:**

SG: Helloooo Mr Smith..

SB: Hello, Mr Goli... *some time you scare me..* uh.. How are you today?

SG: I am fyne saar... How about you?

SB: Good good...So can we continue

SG: Seiure sir .. seiure

SB: I want to know more about your skills and capacities...I mean.. what kind of surgeries you have done...?

SG: (Completely Lost... Taking a pause of 3 breaths) Surgeries??

SB: Yes..Surgeries....you know...uh..what you say...mmm..Operations!!...

SG: Ahhhh .. Operations, Sir...We are expert Sir!! (Very excited) Sirr..all the big airport operations are managed by us Sir..

SB: what??

SG: Yess Sirr...let me take some examples... All the operations of Charles de Gaulle, Indira Gandhi, JFK...are all done by us Saar.

SG: Are you crazy...? I don't believe you...

SB: No sir...Trust me Saer...we are experts in operations....we even have a COO – Chief Operating officer who manages all the operations...

SG: What??...OK (A little shaken)...if you say so...See I own a manufacturing unit...the biggest of its kind..i want this baby of mine to manage my complete business..

SB: Same problem Sirr!!! Same problem...the whole management team of Airbus came to us with the same problem sir..

SG: The whole management team??

SB: Yes sir..we have delivered their babies too...Sirr.....not only this...sir ..take the case of Gucci, Armani and other retail owners...we have successfully managed their online operations too....

SG: What??..you also do operations online?? You guys are really advanced...

SB: Yes sir.. doan't worry sir..We will manage everything

SG: Do you by any chance manage and control genetic transfer from parents to child...

SB: WHAT sir?

SB: Genes management...Genes, you know....

SG: Ahhhhh...Jeans ...ofcourse sir...Take Levis ...They are also our customer...We have helped them to manage their complete jeans production...

SB: For the complete Levis team?? ..thats very nice....next time we will talk more on this...

SG: Ok sir.. Thank you sir...have a nice day sir... see you tomorrow sir..

#### Scene 5:

SG: Helloooo Mr Smith..

SB: Hello, Mr Goli...

SG: How are you sirr?

SB: Good good...I am very excited to talk more on the genetics...so can we proceed?

SG: Sure sir...

SB: See .. my baby will be our 5<sup>th</sup> generation so ....so tell me how will you manage the generation to generation transfer of traits... In our family we call it 5G

SG: 5G sir...very advanced..sir we are currently at 3G... we have a large team who are expert in 3<sup>rd</sup> generation...yours is 5<sup>th</sup>...but not to worry, we will create a team for that...

SB: Ok....tell me do you also preserve stem Cells...

SG: (looking lost)

SB: CELLS..you know...

SG: Ahhh... ofcourse sir...as I said sir..these are very latest and they are the future of technology...we have a big team doing research only on cells and mobile technology sir...

SB: Only on this?? Very impressive...Ok..you know what, my boss... *my wife*... is very picky about food..e.g. she likes oranges from France...

SG: Orange from france...(Over excited) sir...they are our customer sir... doan' t worry sir...its not a problem... not only this...even Apple from US and Blackberry from Canada...all our customers... you doan' t worry sir..

SB: But ..don't mind.. What about Indian spice.. My wife is very afraid ....

SG: Doan' t worry Sir ..Spice..is domestic player..sir..we only deal with international sir... you doan' t worry.

SB: See ... I don't know what to say more... but I just want this whole delivery to be as seamless as possible...

SG: Sirr.. I told you sir we have a big telco division..sirr.."sim less"or "with sim" sir...CDMA or GSM..we manage everything sir..you doan't worry..

SB: Very nice...lets meet tomorrow to conclude our discussion.

SG: Ok Sirr...

#### Scene 6:

SG: Helloooo .. Mr Smith

SB: Hello Mr Goli..how are you today.

SG: I am fine sirrr... how are you doing?

SB: I am fine....lets move on with the last phase of our discussion....See ... We know it for sure that ...It is a complicated delivery...

SG: No problem Sir...We are expert in complicated delivery....In fact for some of the complex deliveries..we also do iterative delivery...

SB: Iterative Delivery???

SG: Yes sir...first part in first month..second in the second...

SB: Part by part!##???!?

SG: But sirrr... you doan't worry saar....if you want we can deliver the complete baby..at the end sir..

SB: ..Yess yess...that's better..(taking a pause, Catching his breath) You know what....my wife has very high pressure....

SG: Doan't worry Sirr...we in India ...we always work in high pressure ..we are good in pressure management too...

SB: Ok..Tell me how will you measure the health and the performance of my baby?

SG: Saer.. you doan't worry saer.. We have many innovative tools to measure and maintain the performance of your baby e.g. sonar, check style, CAST...

SB: Wow...that's amazing...I thought sonar is used to measure the depth of the sea level...but they are using it for measuring baby's performance...and checkstyle?? They are even going to check my baby's style...but Caste? *Ooh..india still in the caste system.....how sad...*but I am excited...Super excited...this is amazing...I think I have taken the right decision...I am in the right place...I don't have to worry about my baby any more...

SG: Cheel Sirr.. Cheel!!!.. Saar..I have one question for you sir..

SB: No Problem Mr. Goli...Shoot

SG: Saar, What do you want the delivery model to be...

SB: hmm..Delivery model?? Ummm..the normal delivery...

SG: Ahhhh..normal Sirr..you mean a classical water fall model.. Saar?

SB: ..Water fall?? Or water break??

SG: Saaar..different names ...same thing sir...you doan't worry sir.. we will manage every thing just as per your need..

SB: Ok...Mr Goli... I am quite confident on you capacities...and I would like to seal the deal here...with you.

SG: That's wonderful sir.. **you doan't worry sir.. we are experts sir.**