

Global Services Forum, CIFTIS

Panel Topic: "Outsourcing becoming a necessity rather than a need"

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京交会全球服务论坛·北京峰会

主题: "Outsourcing becoming a necessity rather than a need"

Re: Tiak's speech

Tiak 演讲

Dear government representatives and fellow attendees,

尊敬的各位领导、各位嘉宾，大家好！

It is my great honor to be here today as a representative for China-based IT services and outsourcing firms. Let me begin by saying that the solid growth of our industry over the past decade could not have possible without strong leadership from our government, to create an open, and secure business environment that is highly conducive to the delivery of world-class IT services. Under leadership of the Chinese government, China has now become a world-class IT sourcing destination.

十分荣幸，今天能有机会作为中国 IT 服务外包行业的一名代表出席此次论坛。首先我想说的是，没有政府强大的领导和支持，就没有中国 IT 外包服务行业稳固增长的今天。我们的政府付出了大量的时间和精力，为世界级 IT 服务的交付提供了一个开放的、全球化的、高潜能的安全商业环境。正是在政府的领导下，中国现已成为世界级的 IT 采购目的地。

Globalization means that companies are facing competition from all parts of the world, driving the need for increased efficiencies through innovation. Outsourcing allows companies to focus on their core competitive advantages to compete more effectively in a global marketplace. This means that companies are focusing on outsourcing to make them more competitive to drive sales, not simply to lower costs. New information technology forces such as social media, analytics, mobile, and Cloud are enabling companies' products and services to reach out to more customers with an enhanced user experience.

Outsourcing vendors who succeed in providing solutions that help make customer enterprises 'smarter' through insights and innovation that leverage these forces will become the partner of choice in a new era of enterprise computing.

全球化意味着企业将要面临来自世界各地的竞争，这一情况下，企业更需要通过创新提高效率。外包可以让企业专注于自身的核心竞争优势，从而在全球市场上更有效地竞争。这也就是说，企业所关注的，是如何通过外包使其更具竞争力并驱动销售的增长，而不是单纯的降低成本。新的信息技术，如社交媒体、大数据、移动互联和云计算的发展，使企业的产品及服务的使用体验更完善，从而能吸引更多的客户。那些通过远见卓识及创新理念，并利用这些新技术成功帮助客户的企业变得“更智慧”的外包服务提供商，将成为企业信息化新时代下不二的合作伙伴之选。

Through our continuous efforts to expand our global footprint, Pactera it is now capable of serving both multinational and domestic clients through a global delivery network. Spanning from U.S. to Japan to Australia. Not only can we provide broader service offerings and innovative solutions as a result of our solid financial foundation and strong partnerships, we also possess a heightened ability to increase customer competitiveness and make meaningful contributions to global trade.

通过坚持不懈的国际化努力，文思海辉目前能够通过覆盖美国，日本，澳大利亚和中国的全球交付网络为跨国公司和国内客户创造商业价值。我们不仅能够在坚实的财务基础和强有力的合作伙伴关系基础上提供更广泛的服务内容及创新解决方案，同时还拥有更高层次的能力，可以帮助客户提高竞争力，并为全球贸易做出有意义的贡献。

China is experiencing steadfast growth in its domestic market. Although China is still considered an emerging market, it boasts a rapidly growing economy that already supports a number of the world's largest business and consumer markets. We know that innovation across the service sector, including outsourcing, plays a major role in helping enterprises and economies become smarter. Nowhere is this more apparent than in China. As domestic markets mature and become further segmented, traditional sectors such as finance, manufacturing, and retail are becoming more open to IT service offerings when compared

with the situation 10 years ago. Industry research firms expect the China domestic IT services market to grow at an annual rate of over 15% per year the next 5 years. At these healthy growth rates, the domestic China market is destined to provide greater potential for both local and global IT service companies. We look forward to competing on a level playing field with the global competition as more IT service firms seek domestic market opportunities here in China.

中国的国内市场正在蓬勃发展，尽管它仍被认为是一个新兴市场，但它已经成为了快速发展的经济体，支撑着世界上最大的商业及消费者市场。我们知道，整个服务领域，包括外包行业的创新，在帮助企业 and 经济体变得更智慧的过程中发挥了重要作用。这一现象在中国尤为明显。随着国内市场的成熟并进一步细分，传统行业如金融业、制造业以及零售业对于 IT 服务产品的态度与十年前相比更加开放。行业研究公司预计，中国国内 IT 服务市场在未来 5 年将以每年超过 15% 的速度增长。伴随着这样的健康增长，中国的国内市场注定要为本地和全球的 IT 服务公司提供更大的潜力。我们期待着在这样一个公平竞争环境中参与国际竞争，因为有越来越多的 IT 服务公司开始在中国国内市场寻求发展机会。

In closing, I would like to touch upon an area that is critical to sustain a robust IT services market. As an IT service provider, the protection of intellectual capital and the security of information are paramount to all of us, whether we come from India, China, North America, Europe, or anywhere else in the world. Here in China, the government has made tremendous efforts in the enforcement of patent law, the investment in infrastructure and data networks, and the promotion of IP security management methodologies at government and enterprise levels. The fact that many Fortune 500 companies have invested in innovation or R&D centers in China not only demonstrates the importance of China as an important end market and talent base, but it also shows that a strengthened IP protection environment has positioned China as a trusted and safe country to conduct technology related business. According to industry research firms, over 400 of Fortune 500 firms already have R&D centers in China. As of 2011, a total of 1300 multi-national corporation R&D centers were operating in China.

最后，我想提及一个对维持强大的 IT 服务市场十分关键的领域。作为 IT 服务公司，保护智力资本和信息安全对我们来讲都是最重要的，无论我们来自印度、中国、北美、欧洲或者世界上任何地方。在中国，政府在专利法的执行、基础设施和数据网络建设投资，政府和企业层面的 IP 安全管理方法推广等方面做出了巨大努力。许多财富 500 强企业在中国投资建立创新中心或研发中心这一事实，不仅展示了中国作为终端市场及人才中心的重要性，更表明了一个强有力的 IP 保护环境已经将中国定位成一个值得信赖的、安全的、能够进行技术相关业务的国家。调查显示，超过 400 家财富 500 强企业已经在中国拥有自己的研发中心。截至 2011 年，共有 1300 家跨国公司的研发中心在中国运营。

However, China and the technology services industry here is currently facing security doubts and challenges in certain overseas markets, particularly in the United States. To address these concerns, we would like to work closely with the Chinese government on any form of activity that could help bring positive voices of confidence to this issue. Several options we have raised include holding a road show or open conference in the US to deliver a timely and positive response to questions and concerns on the issue. We also propose working with 3<sup>rd</sup> party consulting and research firms to conduct research and publish objective reports on China IP protection and information security in the IT services industry.

然而，中国以及中国的技术服务行业依然面临安全性质疑及来自某些海外市场的挑战，尤其是美国。为了解决这些问题，我们希望与中国政府紧密合作，参与到任何形式的、可以在这些问题上带来正面声音进而树立信心的活动中去。例如在美国举行路演或者开发布会，对大家关心的问题给予及时和积极的响应。我们还建议与第三方咨询研究机构进行调研活动，并发表对中国 IT 服务行业 IP 保护和信息安全的客观报道。

Thank you for your time and interest. I look forward to working together on addressing the issues we face and creating greater opportunities for all of us here in China.

最后，感谢各位的时间。我期待着与大家共同致力于解决我们所面临的问题，并在中国创造更大的机会。