

# CEDAROPENACCOUNTS

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Mark Thompson, Managing Director, CedarOpenAccounts

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## GOOD MORNING VIETNAM!

CedarOpenAccounts is the largest privately owned financials, procurement, HR and payroll software company in the UK. It has over 1,500 public and private sector customers, including Royal Bank of Scotland, Aer Lingus, Harvey Nichols, the National Health Service and Newcastle City Council.

The company has a broad portfolio of product lines and, until recently, its development team in the UK would refresh around half of the products every year. However, demand from customers for more new products and features led Cedar to sign a \$4.7 million contract with Harvey Nash to establish a dedicated offshore product development center in Vietnam, a country rich in highly qualified IT specialists.

Mark Thompson, Managing Director of CedarOpenAccounts, says: "Adding an effective offshore team to our organization enables us to accelerate software development and be more responsive more quickly to our customers' needs. This is a flexible extension of our UK operation, which will closely manage and develop the team in Vietnam. We worked closely with Harvey Nash from the outset to ensure that we had the right skills in place."

Harvey Nash set up the Harvey Nash Development Center (HNDC) in Vietnam in 2000, in joint venture partnership with Vietnam's biggest software company. The center provides access to 1,000 Software Developers, System Architects and Business Analysts, and it counts blue chip companies such as Honda and London Scottish Bank among its clients. The Cedar team is currently 15-strong, but will grow to around 50 people within 3 years.

Thompson concludes: "Harvey Nash's background and reputation in recruitment gave us confidence in our decision to extend our development team through offshoring. We also felt that Vietnam was an ideal location due to the country's excellent language skills and the government's commitment to making the country a high-quality offshoring destination."



- Software company CedarOpenAccounts wanted to respond more rapidly to customer demand for new products and features
- It signed an outsourcing deal with Harvey Nash to establish a dedicated offshore product development center in Vietnam, a country rich in highly qualified IT specialists
- The additional resources have allowed Cedar to accelerate product delivery and improve customer satisfaction by being more responsive to its customers' needs