

Patel cites performance for Collabera's success

Collabera is one of the largest diversity-owned global IT services firms providing consulting and implementation services across the application and infrastructure layers through a combination of on site, off site and offshore based models. Founded by Hiten Patel, Collabera has grown to be one of the most recognized tier two global IT services players.

Collabera's portfolio of services span a wide spectrum of current industry needs that include application development and management, business intelligence and data management, applications testing, infrastructure management, IT consulting and staff augmentation services. With over 5000 people operating in three continents, Collabera is a trusted IT partner for several leading corporations in the financial services, manufacturing, retail, telecom, energy and utility sectors.

Collabera has transitioned from being a staffing firm to an end-to-end IT services and solutions provider with a global delivery model – stitching together a unique combination of onsite, offsite and offshore capabilities. Said Patel, “Our vision is to be to be one of the top three suppliers of every client we service. We have been able to achieve this by being extremely client centric, and my team lives by the three mantras of responsiveness, cost effectiveness and quality. Our growth and the fact that we have not lost a client in our history is due to these mantras.”

Collabera, being a large \$350 million company, still embraces many of the attractive qualities of a small company including agility, flexibility and responsiveness.

“Having a Tier 1 team and infrastructure, while providing the benefits of a tier two company, has been a great differentiator and the reason for us being one of the top suppliers to our Fortune 500 clients,” he said. “In a crowded market, clients tend to focus on key soft aspects that can differentiate their suppliers - and our agility, flexibility and re-

sponsiveness have set us apart.”

Collabera's ability to provide end to end services spanning consulting, staff augmentation and deliverable based services using onsite, offsite and offshore models make it a partner of choice to many corporations. Said Patel, “Our continuous efforts to provide a cost effective delivery model to our Fortune 500 clients also plays a huge role.” He continued, “These are corporations with a global presence. And, in order to service them cost effectively, we understood early on that we would need to be present where they are located.”

Today, Collabera has a strong presence in the United States, UK as well as emerging markets like India. “We very much align ourselves to our clients needs,” he said. “And, tomorrow if a client needs us to follow them in other geographies such as China, Brazil and so on – we are very much open to it. We want to make sure that we not only prove to them with global capacity, but also continue to be one of their key strategic partners as well,” he said.

According to Patel, being a certified MBE presents companies like Collabera with an opportunity to showcase its abilities to major corporations. However, he stresses the fact that this is just an entry tool and not a key to client retention. “Sustainable success is achieved through the performance and capability of a company,” he said. “Yet, being an MBE does not mean that we have a ticket to walk into a client's door steps – it just means that we need to knock less. Once the door opens, it's the same for everyone.” Continued Patel, “We like to pay it forward and hence, we too have our minority supplier mentoring program.”

As one of his clients put it, “Collabera is not a world class minority owned IT services company, it is a world class IT services company which just happens to be minority owned.”



Hiten Patel

“At the end of the day it is performance that speaks long terms whereas everything else comes and goes.”

Hiten Patel