

Innovation Program's in Indian IT Services

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ABSTRACT

Purpose of this paper is to describe the how Innovation idea's and implementation of Innovation's Program is helpful to improve the IT Service's performance and its success. Innovation is the key to the future because it helps the IT service's forge ahead of competition in a rapidly evolving industry. Since IT service business demands streamlining of delivery to make it better, cheaper, faster and to remain the leading partner of choice. The Innovation program makes Innovation not a task but a way of life. Innovation happens every day in local business units and with IT service's clients. Local programs and communities are an excellent way to contribute to the broader IT service innovation community.

Objectives of Innovation's and Innovation's Program:

In current technology world, Innovation has become a very important conception for all companies. Innovation will enables the companies to perform as quick and provide the flexible way of solution to the environment. It also provides the new way of life cycle factors in product and technologies.

Innovation Program's is a process for selecting, develop the innovation and to implement the innovation based on the growth strategy. And also recognized the employee involved in the innovation process.

Innovation Introduction:

Innovation at IT services is all about finding creative ways to provide value to clients. It happens when they put cutting-edge technology to work on a new challenge, when they put a new spin on an age-old problem, or when they employ a well-worn approach in a novel new way.

Innovation is difficult to define, but we know it when we see it. It is the cool stuff that is happening on project teams across all of IT Services.

Innovation is also the unique platform for the employees to display, promote and recognize the performance of the individuals.

Organizations that help their employees are to become the best leaders and encourage the employee to come up with more new ideas and increase the chance for more innovation ideas.

Each IT services creates their own outline of Innovation's Program. Innovation's program harnesses innovative ideas by funding proof of concepts that create value for own IT services and their clients.

IT services invites the Innovation's ideas in the theme of Business, Technology and Society.

Business:

It includes all the innovative ideas are to help the value and growth for improving their own IT services. Innovation ideas could include

- The Extended or changing the business process is to increasing the efficiency and productivity perceived value to the customers and markets.
- The improving the industry methods are used to increase the business demand in the IT environments.
- Better Systems are used to satisfy the customer a demand is to improve the business efficiency and performance in the organization.
- A new Business value is to establish the new partnership and relationships to the clients.

For example, Digitizing transforms the customer experience i.e. interactive electronic documents are providing a more intuitive, innovative, and efficient way to engage with customers.

Technology:

It includes the new products and process of the IT services and also enhancing the existing product. It provides the real impact to the next half decades. Innovation ideas could include

- To empower the business to extend the range or value of existing product or services.
- Developing the new product and service, it satisfies the customer needs based on the consumer demands.
- Create new technologies, its moves the customer requirement in to the next level.

For example, 3D mapping accelerates boardroom decisions i.e. 3D mapping table uses virtual reality to help clients visualize their facilities in real time and make better decisions.

Society:

It includes all the innovative ideas which helpful to improve the environment status and individual of the society. Innovation ideas could include

- Helps the directly/indirectly and motivates peoples in the society.
- Create the technology/application, is to improve the work ability of the people.

For example, create a Technology Lab/ Digital Library for Visually Impaired

Process of the Innovation Program's:

Innovation Program's includes the process of Innovate, Collaborate and Evolve (ICE). Innovate Program's supports the organization existing processes, people and infrastructure—and member participation is the cornerstone of success.

1. Submit ideas :

- The ICE program collects and synthesizes ideas that create value for our business, technology and society.
- Ideas are collected through emails and web portals.
- Ideas may be generated from multiple areas such as workshops with our clients, from members via the Calls to action and On-the-job innovation programs, and during the strategic planning process.

2. Collaborate and assess:

- Once an idea is submitted, members are encouraged to collaborate and refine the submitted ideas.
- Ideas are promoted to the all the employees in the organization. The Voting system has created with discover ideas and employee are voted to their wish ideas.
- Employees are one of the refined team of the Organization to select the ideas.
- Nominated peers across Business Unit (BU) will determine which ideas are move to the next level.

3. Business Unit selection

- Each Business unit will use existing management committees to choose their best candidates. Selected ideas are then presented to the Innovation Council.

4. Innovation Council

- The Innovation Council selects the top submissions based upon a short presentation from the BU submission team.
- The presentation must demonstrate how the innovation creates value for companies and our clients.

5. Funding

- The best submissions, as voted on by the Innovation Council, will receive co-funding from the business units and Organization.

Recognition and reward

Throughout the Innovate Program process, members are recognized and rewarded for their contributions and participation.

The Innovation certificate has provided to the employee in the organizational meeting (i.e. meeting with employee and head of the organization) and their innovation project details will be published in their respective site and internal magazine of the organization.

The rewards are processed based on the values of innovation program. The rewards are issued to the employee with different process like amazons coupons, amount credited with salary and tour packages etc.

Conclusion:

Purpose of this paper is to describe the how Innovation idea's and Innovation's Program is helpful to improve the IT Service's performance and its success. Innovation is the independent variable of the TQM Practices in IT organization. Innovation is directly propositional to the improvement of the organization. The Innovation will provide the positive impact to the job satisfaction of the employee and is positively related to the IT organization performance.