

By Trung Chau

This year marks the 15<sup>th</sup> anniversary of GCS since a group of overseas Vietnamese working at Silicon Valley in California, the U.S., decided to launch a company in Vietnam to provide services related to outsourcing, systems integration (SI) and other information technology (IT) solutions for both domestic and international customers.

“This is exclusive,” Ngo Van Toan, vice president of GCS, said. According to Toan, most companies in the same category of GCS’s have focused mainly on outsourcing. However, GCS also develops ERP (Enterprise Resource Planning) best practices based on SAP (Systems, Applications and Products) program, called SAP ERP, and SI for Vietnam relying upon the strong portfolio of its experts. Supplying the ERP service for the 68-story Bitexco Financial Tower in District 1, HCMC, is one of the prominent projects undertaken by the company.

Over the past 15 years, GCS, a winner of the “Top Enterprises of the Year 2014” award for companies operating in Quang Trung Software City, has experienced from time to time some particular difficult periods. It was especially affected by the Dotcom crash in 2002 and the SARS outbreak in 2003. However, the company managed to maintain and develop its staff – a vital element of any IT enterprise. After the crises, GCS thus had enough manpower to meet customers’ demand. The CMMi (Capability Maturity Model Integration) Level 4 and Level 5 certificates granted by SEI (the U.S.) and the development of new services such as software testing and embedded system development help GCS further develop and grasp more opportunities.

#### GCS MAIN SERVICES

1. Enterprise Solutions
2. Business automation/Supply chain management
3. Factory automation
4. Software testing
5. Embedded systems



Global Cybersoft (Vietnam) staff at work

Courtesy of GCS

## Competitive Advantages Enhanced

Becoming a member of the U.S.-based Hitachi Consulting, Global Cybersoft (Vietnam) – or GCS in short – has boosted its competitive advantages in order to bring more benefits to both local and international customers in outsourcing and IT solutions

Now run by 900-strong work force, GCS has been able to provide quality solutions for customers in the U.S. (50%) and Japan (40%), its two key markets. Meanwhile, the remaining 10% comes from European and Vietnamese customers. GCS has sustained annual growth of around 30%, a considerable result given that the global IT industry is still recovering.

#### New development era

GCS is now entering a new era of development after it officially became a member of Hitachi Consulting, a U.S.-based company under the umbrella of Hitachi Global, in October 2014. According to Ngo Van Toan, Hitachi Consulting will not only help GCS develop human resources but also offer consulting services to GCS’s customers. Clients, therefore, will receive more valuable added values. In other words, this will increase competitive advantages of GCS in both domestic and international markets. “The biggest advantage is the strong team of experts besides the enhancement of techniques, management and investment capital,” Toan said, adding that these are

important elements for international customers aside from brand names and prices.

ERP continues to be an underlying trend for Vietnamese businesses and outsourcing for foreign customers will grow. “Vietnamese companies are more interested in investing in ERP so as to increase their competitiveness,” Toan said. “When ERP is well applied together with operational and manufacturing analytics, it will help reduce production costs and improve much yields. Meanwhile, the world’s outsourcing market will be good within the next five years.”

To grasp such chances, GCS continues to invest in human resources through its Training Center and competitive advantages mentioned above. The Training Center receives 100-200 trainees a year, including fresh graduates and senior students. After practical training lasting from three to six months, 80-90% of these engineers are ready for real work. “Around 10% of students work for us after graduation,” Toan said. “At GCS, we think that supporting students is a way to help further develop the IT sector in Vietnam.”