Interview with Intetics

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Easy Engineering International 📂 *Hi-Tech, INTERVIEW*

Intetics is a leading global technology company focused on the creation and operation of effective distributed technology teams aimed at turnkey software product development, digital transformation, quality assurance, and data processing. Based on the proprietary business model of Remote In-Sourcing®, the proprietary Predictive Software Engineering framework, an advanced Quality Management Platform, measurable SLAs, and an unparalleled methodology for talent recruitment and retention, Intetics enables IT-rich, innovative organizations to capitalize on available global talent and its in-depth engineering expertise.

Interview with Boris Kontsevoi, CEO & President of Intetics.

Easy Engineering: A brief description of the company and its activities.

Boris Kontsevoi: At Intetics, our outcomes do not just meet clients' expectations; they have been exceeding them for our 28+ years in business. We are a global company that's convenient to work with for both North American and Western European clients. Intetics is ISO 9001 (quality) and ISO 27001 (security) certified. The company's innovation and growth achievements are reflected through winning the prestigious Inc 5000, Software 500, CRN 100, Deloitte Technology Fast 50, GSA, Stevie People's Choice, Clutch, ACQ5, and European IT Excellence awards, as well as its inclusion on the IAOP Best Global Outsourcing 100 list.

E.E: What are the main areas of activity of the company?

B.K: Intetics supports global clients in four core directions. First is Custom Software Development, in which we implement and deliver custom systems and products under PSE (Predictive Software Engineering) and ODT (Offshore Dedicated Team®).

We also offer Remote In-Sourcing®, the next-gen method of building expert development teams for clients' software engineering and data processing projects.

For the third service, we help clients modernize their businesses through an All-Things Digital approach. We implement disruptive digital solutions based on Cloud, Mobile, Big Data, AI/ML, IoT, RPA, Chatbot, Blockchain, Drone, and Geospatial technologies for the rapid digital transformation of our client's businesses.

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And the final service is software product assessment via TETRA™, the Technical Debt Reduction Platform. It's an award-winning consultative service for in-depth software quality assessment, which serves to advance clients' software applications.

E.E: What's the news about new solutions?

B.K: Intetics' portfolio of services and solutions is a product of ongoing research to address clients' specific needs across multiple industries by implementing proprietary methodologies and processes at both the technical and managerial levels. We constantly enlarge the scope of IT solutions, emphasizing security, sustainability, and the integration of cutting-edge technologies such as IoT, Blockchain, AI, etc., staying up to date with the latest advancements in these fields. The recent upgrade of our solutions catalog incorporates helping companies transition from Web2 to Web3 with mature customized Web3 solutions. With the end-to-end Distributed Ledger and Blockchain consulting & engineering services, clients can unlock the tangible commercial benefits of Web3.
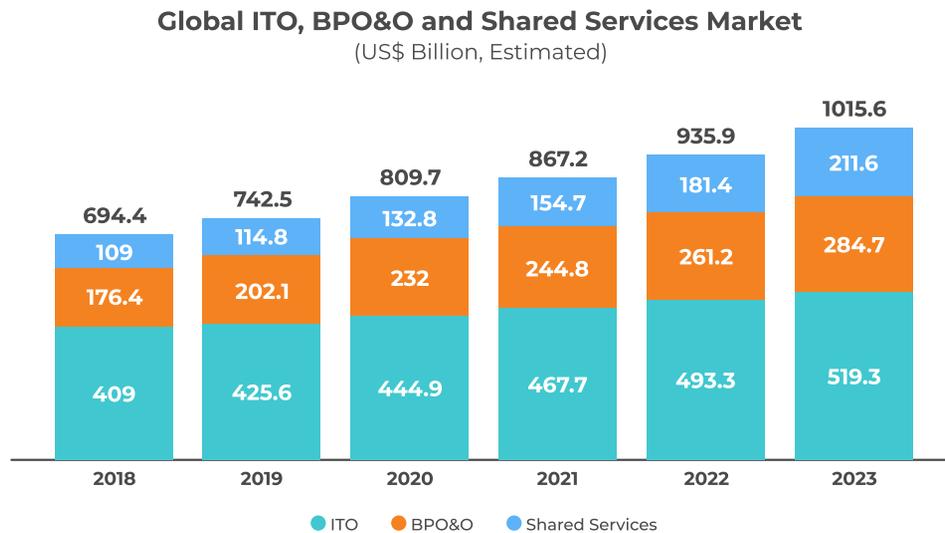
E.E: What are the ranges of services?

B.K: Intetics' core strength lies in the design of software products in conditions of incomplete specifications for 17+ industries, including Education, Healthcare,

Logistics, Life Sciences, Finance, Insurance, Communications, and custom ERP, CRM, Intelligent Automation, and Geospatial solutions. Our advanced software engineering background and an unparalleled methodology for talent acquisition, team building, and talent retention guarantee that our clients receive exceptional results for their projects.

E.E: At what stage is the market where you are currently active?

B.K: Despite the challenges posed by the pandemic, global economic uncertainty, and unstable political climate, the market for ITO, BPO&O, and Shared Services has been consistently growing since 2018. According to the research from Genesis, Gartner, and Deloitte, the market grew from $694.4 billion in 2018 to over $867 billion in 2021 and is projected to reach $1015.6 billion in 2023. The growth is evident across all sectors, with ITO predicted to reach $211.6 billion, BPO&O to reach $284.7 billion, and Shared Services to reach over $519 billion in 2023, compared to $154.7, $244.8, and $467.7 billion respectively in 2021.

Global ITO, BPO&O and Shared Services Market
(US$ Billion, Estimated)

	2018	2019	2020	2021	2022	2023
Total	694.4	742.5	809.7	867.2	935.9	1015.6
Shared Services	109	114.8	132.8	154.7	181.4	211.6
BPO&O	176.4	202.1	232	244.8	261.2	284.7
ITO	409	425.6	444.9	467.7	493.3	519.3

● ITO ● BPO&O ● Shared Services

On top of that, even as inflation erodes consumer purchasing power, enterprise IT spending is expected to remain strong, with Gartner forecasting worldwide IT spending is expected to grow 2.4% in 2023 to a total of $4.5 trillion.
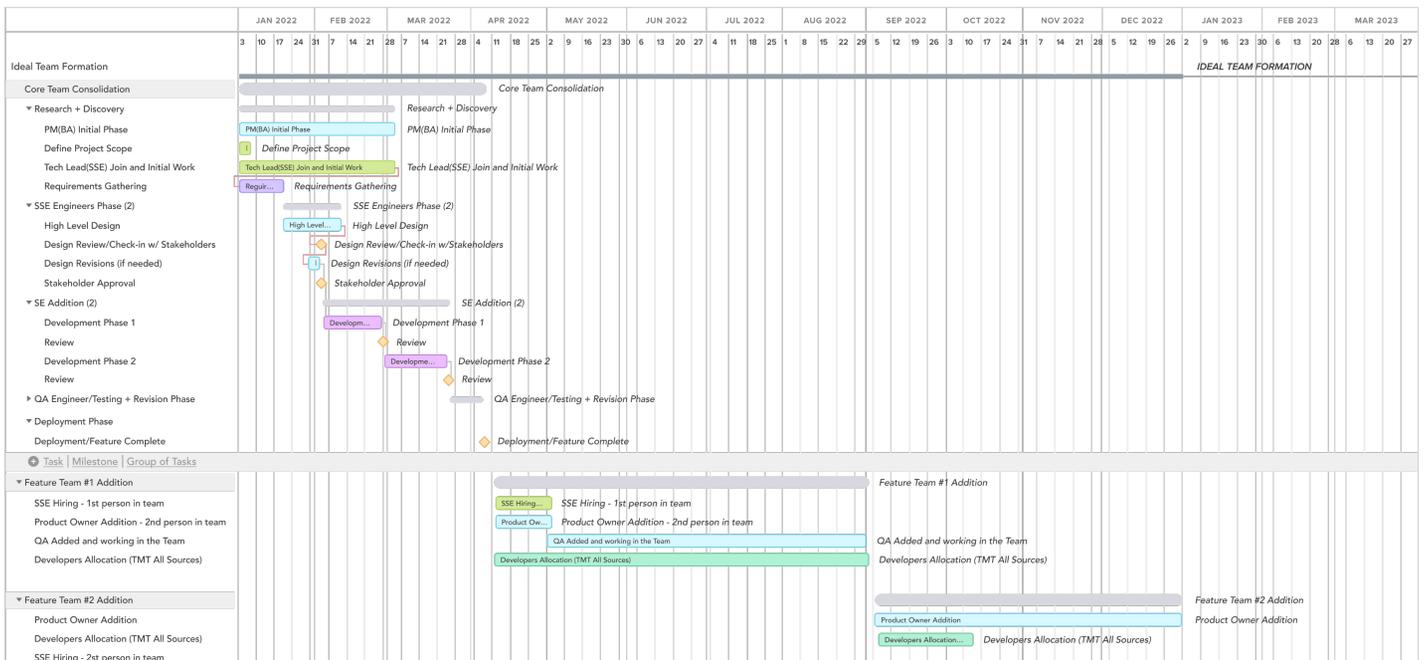
E.E: What can you tell us about market trends?

B.K: Looking back at 2022, it is evident that the field of AI has made significant progress. Notable advancements include improvements in natural language processing and computer vision and increased adoption of AI by businesses. 2023 will hold even greater AI adoption with the rapid diffusion of models into all kinds

![EASY ENGINEERING logo]

of applications. Companies and individuals will benefit from more intelligent software and devices, while new-age apps will continue to blur the lines between reality and science fiction.

Additionally, the metaverse is forecasted to contribute $5 trillion to the global economy by 2030, with 2023 being a defining year for its direction. Furthermore, AR and VR technology advancements will continue to progress, particularly in the area of immersive meeting environments in the metaverse. Web3 and Blockchain technology is also projected to progress significantly as companies develop more decentralized products and services. That is because by decentralizing data storage and encrypting it using blockchain, data becomes more secure and accessible for everyone.

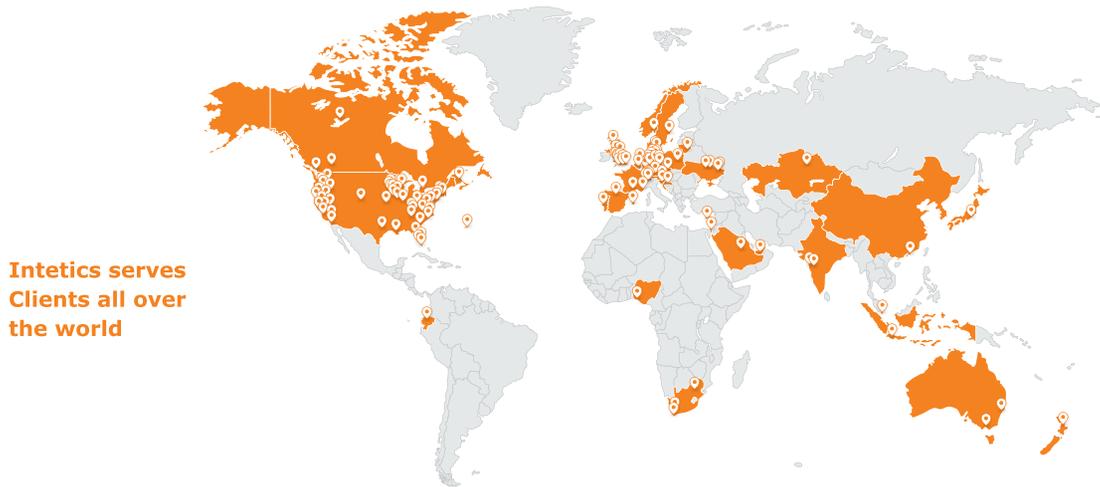**E.E: What are the most innovative products marketed?**

B.K: I would highlight our Team Formation methodology, aimed at helping enterprises across all industries optimize their performance and accelerate time to market with our scalable engineering teams. Following Agile SDLC and leveraging the best-in-class talent, we can quickly form a performing team from scratch, assisting you all the way from the earliest project phase to gathering a core team and maintenance after your software product release. With the right approach to building a software development team, clients achieve all the required benefits to give their business a competitive boost.

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E.E: What estimations do you have for 2023?

B.K: Despite the coming economic recession and uncertainty, 2023 will be defined by the Digital Transformation of businesses with the introduction of innovative technologies. Some of the top tech trends for business owners and decision-makers to watch in 2023 include the increasing adoption of cloud computing, the growing importance of cybersecurity, the expansion of the Internet of Things (IoT) and 5G, and the ever-increasing demand for big data analytics and AI solutions. Additionally, there is a massive trend of decentralized IT infrastructure and the use of blockchain technology in various industries. However, while jumping on all these innovative techs, industry players have to acknowledge and adapt to new customer demands, where quality, value, human experience, sustainability, and cost reduction are on the agenda.

Intetics Inc. is a leading global technology company providing custom software application development, distributed professional teams, software product quality assessment, and "all-things-digital" solutions built with SMAC, RPA, AI/ML, IoT, blockchain, and GIS/UAV/LBS technologies.

Intetics serves Clients all over the world

Based on proprietary pioneering business models of Offshore Dedicated Team® and Remote In-Sourcing® an advanced Technical Debt Reduction Platform (TETRA™) and measurable SLAs for software engineering, Intetics helps innovative organizations capitalize on global talent with our in-depth engineering expertise based on the Predictive Software Engineering framework.

Intetics' core strength is the design of software products in conditions of incomplete specifications. We have extensive industry expertise in Education, Healthcare, Logistics, Life Sciences, Finance, Insurance, Communications, and custom ERP, CRM, Intelligent Automation and Geospatial solutions.

Our advanced software engineering background and outstanding quality management platform, along with an unparalleled methodology for talent recruitment, team building and talent retention, guarantee that our clients receive exceptional results for their projects. At Intetics, our outcomes do not just meet clients' expectations, they have been exceeding them for a quarter of a century.

Intetics operates from 11 offices in 6 countries including Naples, Raleigh, Dusseldorf, London, Minsk, Krakow, Kyiv, Kharkiv, Odesa.

Intetics is ISO 9001 (quality) and ISO 27001 (security) certified and a Microsoft Gold, Amazon, and UiPath partner. The company's innovation and growth achievements are reflected in winning prestigious titles and awards, including Inc 5000, Software 500, CRN 100, American Business, Deloitte Technology Fast 50, Chicagoland Fast 50, European IT Excellence, Best European BPO, Stevie People's Choice, Clutch and ACQ5 Awards, and inclusion into IAOP's Best Global Outsourcing 100 list.

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