

SourceFuse, a U.S. IT services company, founded in both India and the U.S., with 80% of its employees working in India, is considering entering the Japanese market. Chief Operating Officer (COO) Kabir Chandhoke made this clarification in an exclusive interview with NNA. In order to increase the number of client companies, a Japanese subsidiary will be established by the end of this year. Because of the labor shortages, due to the declining birthrate and aging population, other Indian IT companies, such as HCL Technologies, are also increasing their interest in the Japanese market. 【Atul Ranjan】

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Global IT service firm SourceFuse looks to formally
Enter Japan's IT services market next year ◀

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Kabir Chandhoke

COO, SourceFuse

SourceFuse's Chandhoke (COO) in an online interview. (NNA Photo)

“We will establish a Japanese subsidiary by the end of the July-September. Japan will be our fifth country of operation after the U.S., India, the U.K., and Australia.” COO Chandhoke responded to the NNA interview. At the time of establishment, the company plans to have a small staff size of 5 to 10 Japanese employees. The goal is to increase the number of client companies from the current 3 to 8~10, including large corporations.

SourceFuse was established in 2016. The company is involved in supporting the digital transformation (DX) of various companies, and encourages the evolution of their operations through cloud-based technologies. They also provide services using Amazon Web Services (AWS).

Recently, Sourcefuse has been stepping up their efforts for the healthcare and life sciences industries, including telemedicine using artificial intelligence (AI), patient care platforms, video consultations, and hospital operation management solutions etc. Japan has a rapidly aging population with a declining birthrate, and the number of workers in various fields is decreasing. SourceFuse can address Japan's labor shortage with the power of their IT knowledge.

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According to SourceFuse, sales revenue for the fiscal year of 2023/24 (April 2023 to March 2024) are expected to reach 25 million USD (approximately 3.7 billion yen). Of this, 45% is from U.S. and 30-35% is from India. The company currently employs approximately 560 people worldwide. They plan to hire more personnel, mainly from India, and increase the number to 700 in total by the end of 2024.

■ Not only emerging companies- large enterprises also showing interest

Other IT services companies are also focusing on developing the Japanese market.

RateGain Travel Tech, a software-as-a-service (SaaS) company for the travel and hospitality industry headquartered in Noida, Uttar Pradesh, northern India, announced in December 2023 that their group company has established a Japanese subsidiary. The company name is RateGain Technologies Japan and is headquartered in Minato-ku, Tokyo.

It is not only emerging companies. Large enterprises are also strengthening their Japan operations by acquiring executives and launching new solutions, with an eye to further growth.

For example, HCL's Japanese subsidiary HCL Japan announced in February 2022 that Mr. Masayuki Nakayama was appointed as president. Mr. Nakayama has more than 30 years of experience in the IT industry, including as an executive officer of IBM Japan and vice president of Tata Consultancy Services Japan.

HCL Japan pointed out in its announcement that "many companies in Japan are currently engaged in digital transformation, and they need to secure talented IT personnel to incorporate cutting-edge technologies." "We will achieve dramatic growth for HCL in the Japanese market by supporting our customers' business innovation," he commented.

In their latest annual report (FY22/23), HCL also noted that "the United States is the largest market for engineering and R&D (research and development) services (ERS) demand, but demand is also growing in Europe and Japan." In particular, he explained that the "Japanese market is characterized by firm investment in technology, and companies are beginning to outsource their operations."

Recently, the company assisted a Japanese air conditioning manufacturer in the development stage of launching a product with new features. They helped them to launch their products early.

■ Experts believe that "the emphasis on Japan will continue" in the future

Gagan Sabharwal, former senior director of the National Association of Software and Services Council of India (NASSCOM), told to NNA, "Japan offers many business opportunities for India-based IT companies". "The trend of focusing on the Japanese market will continue," he noted. However, he added, "There are various problems, such as the language barrier. Companies have yet to establish a significant presence in the Japanese market".

*Translated by SourceFuse

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