



**IMPACT OF TECHNOLOGY TRANSFER ON
CORPORATE TELECOMMUNICATION SOLUTIONS:
THE CASE OF SUNTEL LTD**

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Abstract

Technology can be referred as piece of equipment, technique, practical knowledge or skill for performing a particular job or activity. It is acquired either by generating locally in the country or by importing from other countries. Generation can be established by introducing R&D facility in the country and keep on upgrading whereas the importation means assimilating the technologies thus transferring the technology from developed countries in various forms with suitable mechanism.

Technology transfer is a comprehensive term covering mechanisms for shifting information across borders and its effective diffusion into recipient economies. Thus, it refers to numerous complex processes, ranging from innovation and international marketing of technology to its absorption and imitation. Included in these processes are technology, trade, and investment policies that can affect the terms of access to knowledge.

This report reviews comprehensively the concept of international technology transfer and supporting factor how it has been happening for telecommunication technologies in Suntel as well as in Sri Lanka. Technology and technology transfer are the key areas for any country to develop in successful way. A country to develop smoothly, there should be some strong basic infrastructures such as water, road, electricity and telecommunication. As far as developing countries are concerned, acquiring technology through technology transfer is more effective than generating by internal R&D especially in telecommunication sector due to very high cost for R & D, long duration for development and it might be obsolete with short period. Analysis is also provided of technology transfer through various mechanisms such as trade, foreign direct investment, licensing, joint ventures, turnkey, technical collaboration, and many others.

Since there are number of studies which have been carried out on technology transfer for various other industries except especially about telecommunication industry, this



study is limited to study about telecommunication corporate solutions in Sri Lanka by considering Sunrel Ltd as a case as it leads the telecom market in corporate segment and due to the possibility of gathering the data to carry out this research easily. Type and number of technologies involve in providing corporate solutions is fairly high compare to providing solutions for domestic market and also revenue from corporate market is very high. But there is segment call small and medium enterprise (SME) which brings average revenue is considered under corporate segment. Hence this study investigates and analyzes the problems and barriers faced by Suntel in acquiring necessary technology for providing corporate solutions.

In Sri Lanka growth in telecommunication industry and technology introduction is in very higher level and because the scope of study is high, total telecommunication was not considered. Since this study is highly qualitative, detail Literature Survey has been carried out to identify correct definitions for technology and technology transfer defined by various exerts in field and models, methodology and design used in past studies, also to identify the common problems and barriers sustained by the industry.

Based on the survey and experts advice, the seven factor model and technology component approach was identified and amalgamated as combine model to proceed further on this study. The third chapter describes about the research design and methodology. The research questions addressed for this purpose are basically to identify the technology components, technological capabilities, technology transfer mechanisms, environment and other influencing factors. Also by finding the answers to the above mentioned questions in the questionnaire the author attempts to evaluate the elements motioned in the combined model to achieve the objectives thus to evaluate technology transfer practices and find out the ways and means to improve it.

Finally the research is concluded with the level of objectives achieved and based on the result obtained in research analysis part, the recommendations and guide lines are given qualitatively to improve the existing process and to remove barriers. Necessary factors controllable by transferee can be improved but there affecting factors were



identified as beyond the control of transferor or transferee and those are belongs to greater environment which can again be controlled by government and related authorities. In summery this paper briefs about technology transfer practices in telecommunication industry in Sri Lanka and what is the current stats and what should be the future objective to develop and retain effective technology transfer.

Key words: *Technology, Technology Transfer, Telecommunication Industry, Suntel Ltd and Sri Lanka*