

# Accelerate Your Digital Capabilities by Hiring Outsourced IT

It takes a team of the right people to bring innovative projects to completion. And in the age of digital transformation, it's never been more important to be able to deliver exemplary service quickly.

So, you need highly skilled, available, and cost effective people who can hit the ground running and are there whenever you need them.

Having a team on standby able to step right into your project and hit your accelerated deadline will be critical to your team's success.

So, hiring an outsourced IT team will accelerate your digital capabilities. But before partnering with an outside partner, there are a few considerations you should take into account to make sure you're set up for success.

## Business Made Easier with a Nearshore Partner

Outsourcing raises a lot of questions, the most obvious being—where to? Localized outsourcing can stretch budgets too thin while offshoring can make communicating across time zones difficult.

Nearshoring is a no-brainer. For businesses with cost and communication requirements, nearshoring to Latin America is ideal. In addition to the close proximity and time zone, the ease of communication and cultural affinity makes doing business easier.



## What to Consider Before Hiring Outsourced IT

Before outsourcing your IT services, you need to consider what type of support your project requires—internal or external and whether you wish to pay based on time and materials spent or a fixed price.

Here's how to choose the right structure for your needs. 

## What type of support do you require?

### INTERNAL

#### Hands-On Support

For specific projects, outsourcing may not always be the right option. If your project requires a flexible team size, an internal manager to oversee all staff, and high levels of communication, you need internal support. Adding internal support is ideal for projects where your team needs help from highly skilled team members but only for a limited amount of time.



#### Staff Augmentation

Staff augmentation brings qualified, skilled workers into your project, where they work alongside your internal staff. You can grow and scale your team as you need to, and communicate directly with staff as if they are your own. Your internal staff gets the support they need to deliver agile digital transformation without posing a threat to your team. Consider hiring a team that is in a near-by time-zone compared to your business, as real-time communication on these projects is important.

It is great for short term projects that are hard to define and require flexibility and in-house management. You can hire a team with the exact skills you require, without having to train internal staff. If your project needs suddenly change, you can bring on more staff in an instant or let go of those you no longer need. Bring on experts to deliver a particular skill set, or accelerate your deliverables with more support.

### EXTERNAL

#### Outside Support

If you require external support, project outsourcing might be right for you. An external firm works on projects and are managed out-of-house. Communication with internal staff is low, and internal staff are generally not involved in the work. Project outsourcing can be a permanent solution for long-term or ongoing projects that are easy to define. IT professionals offer the choice between obtaining services on a time and materials basis, or for a fixed price.



#### Fixed Price

Under a fixed price, you will pay one price for the project no matter how long it takes or how many people work on it. In a fixed price agreement your business and the vendor agree on the scope, deadlines, and price of the project before the process of development begins.

Fixed priced services should be chosen when an end result or ongoing function is required that is well defined and measurable. Fixed pricing is best for projects that are predictive, and any changes to requirements can be foreseen and planned for. This is a less hands-on model than time and materials and alleviates the responsibility of timelines from the client's shoulders.



#### Time & Materials

In a time and materials agreement, your business pays for a skilled person's time, and the cost of materials they use to complete the scope of the project. Time and material pricing are recommended for projects that may change in scope, timeframe, and budget. This is recommended for businesses that need more communication with their outsourcing team, and also suits the staff augmentation model.

Time and material models provide massive amounts of flexibility, which means your business can make changes, modify features, and amend materials on-the-go very easily. There's also less time required for pre-planning, as tasks are determined during the development process. This means work can often start quicker. Consider hiring a team that has a team leader geographically close to your business, since medium communication is necessary.

## Consider which will best suit your project



#### Fixed Price



#### Time & Materials



#### Staff Augmentation

| Size of Project          | Small     | Medium - Large | Large                                     |
|--------------------------|-----------|----------------|---|
| Budget & Timeframe       | Fixed     | Flexible       | Flexible                                  |
| Project Plan             | Defined   | Adaptable      | Adaptable                                 |
| Control over the Process | Minimal   | Considerable   | Total<br>(personally or via dedicated PM) |
| Methodology              | Waterfall | Agile          | Agile                                     |

## Digital Innovation Starts with Latin America

We know that managing offshore support can be difficult. At Novacomp, communication is never a barrier when it comes to providing outstanding support—whether that's project outsourcing or staff augmentation. Based in Costa Rica, our exceptionally talented staff operate in similar time zones and are culturally aligned with the North American market.



With the pandemic accelerating the desire for digital transformation, businesses require a team that can be ready to go. We provide high level IT services that prioritize speed without compromising quality, and at competitive pricing. Accelerate your digital capabilities with an outsourced team that pulls from the best talent in Latin America.