

How to choose the right technology provider

Embarking on a digital transformation and innovation process alone is difficult for most companies, which is why **nearshoring services** are an excellent solution. But how to decide on a technology partner?

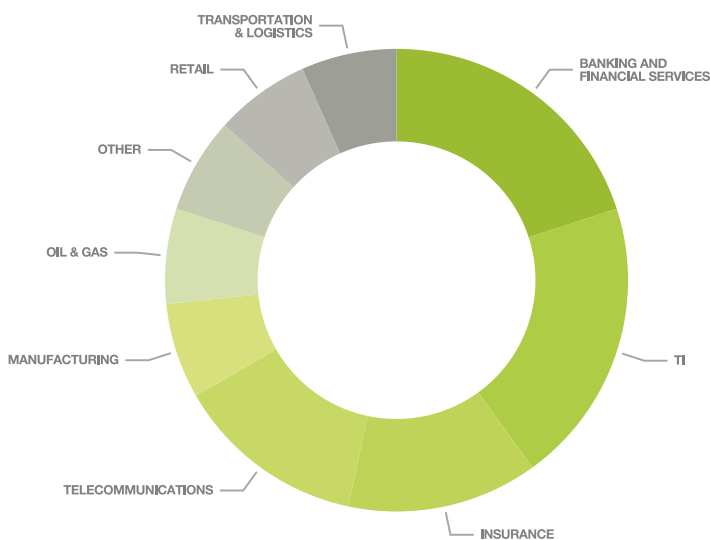
KEYS TO SELECTING A TECHNOLOGY COMPANY

When comparing suppliers, not everything is about costs. Outsourcing software development or other IT needs is not just about saving money or transferring projects to external parties. A good partnership brings with it competitive advantages and increased agility to business transformation and industry disruption through innovative solutions.

By 2024, IT outsourcing services are expected to grow by **\$98 billion globally**. The growth is since this type of business allows not only to develop specific technology projects, but also to make **strategic decisions on issues that can be managed efficiently through a provider**.

For this reason, nowadays cost is not the only key factor for IT outsourcing. Companies know that, to improve results, investment is necessary. That's precisely why they are increasingly buying innovation, speed, efficiency, scalability, and flexibility.

SECTORS THAT MOST HIRE NEARSHORING SERVICES IN LATAM



8 SIGNS THAT YOUR IT PROVIDER IS THE PERFECT PARTNER

- **Portfolio:** varied and reliable, that can respond to different business models and demonstrates knowledge of your sector.
- **Communication:** clear communication channel from the very beginning, transparency, and good management of remote teams.
- **Work proposal:** solid and detailed, with clear timeline and technologies.
- **Added value:** they demonstrate injecting know-how and providing better ways of collaboration or innovation.
- **Curiosity:** they care about understanding the company's goals and technology stack. Your potential partner should ask questions, investigate thoroughly. They will not expect to be handed brief and ready-to-use instructions from day one.
- **Risk management:** they do not avoid it, they discuss it. Raise concerns and propose a plan of action.
- **Questioning biases:** if you are looking for a long-term partner for strategic projects, a good indicator is that they make you reflect on everything you take for granted.
- **Working agreements:** 'What is an acceptable response time for an email' or 'How can I check a team member's progress on something'. Agreeing on ways of working allows you to set expectations and reduce the number of unknown variables.

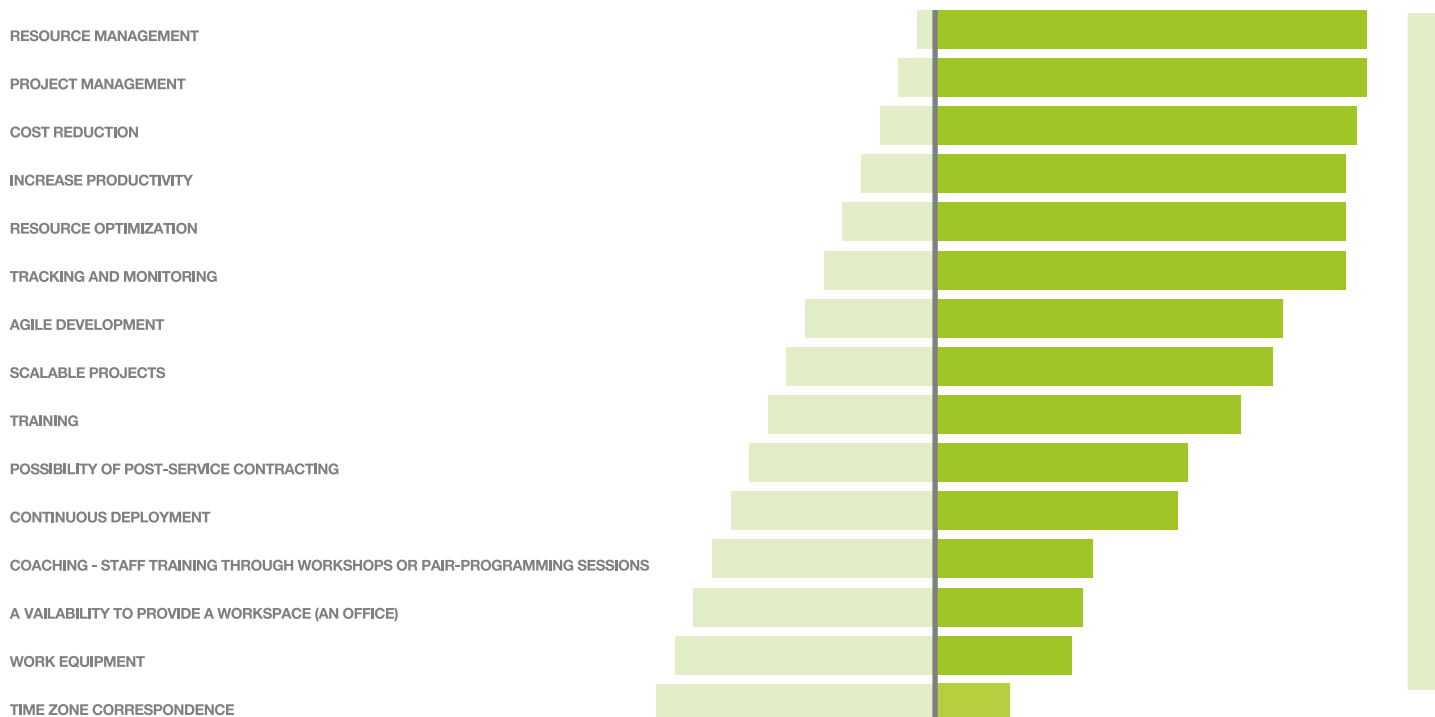
WHAT ARE COMPANIES MOST CONCERNED ABOUT WHEN CONSIDERING NEARSHORING SERVICES?

COSTS HIGHER THAN EXPECTED
POOR SUPPLIER MANAGEMENT
LOW STANDARDS AND QUALITY **HIGH STAFF TURNOVER**
LANGUAGE BARRIERS
THINGS LOST IN TRANSLATION
LACK OF KNOWLEDGE TRANSFER
AT THE END OF THE CONTRACT
FEAR OF LOSING CONTROL **FEAR OF MISSING DEADLINES**
CONFUSED EMPLOYEES WHO DO NOT UNDERSTAND WHY CERTAIN TASKS ARE BEING OUTSOURCED
UNHAPPY EMPLOYEES AS THEY MAY FEEL THEY ARE BEING REPLACED

According to Page Consulting specialists, 1 in 3 companies that don't hire based on English level is because their projects require cultural alignment with the entire team.

“Experience, ability to integrate with internal teams and value-add potential are the 3 most critical factors for companies when evaluating an IT provider. In general, it is the IT Director or Manager who makes the final decision,” points out **Andrea Piña, Page Consulting Chile Executive Manager.**

WHAT DO COMPANIES EXPECT FROM AN IT PARTNER?



ESG AND NEARSHORING

Companies are looking to partner with companies that offer nearshoring services concerned with ESG (Environment, Society and Corporate Governance). This is becoming increasingly relevant for talent retention, especially in an industry that is known for its high turnover rates.

“ESG should be a decisive factor in selecting a nearshoring provider. Today more than ever, governance and best practices are key factors in choosing a nearshoring service provider. The reputation of the business partners and their positioning in the market are what enable the attraction of scarce IT talent globally. Providers with good corporate governance offer project stability over time, transparency, scalability and contractual security; they guarantee compliance with labor policies and avoid job scarcity, consolidating their image in the market and in social networks, true auditors of the behavior of organizations”, reflects **Fabio Zapata, Executive Director Page Consulting Mexico.**

Find out more about our nearshoring services.

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