



5 YEARS of outsourcing in Costa Rica

“ It was a different world 5 years ago; we weren’t as globalized as we are today with multiple sites ”

Travis W. Williams

Director, Global Development Operations

5 years ago when EZE Software started a relationship with EX² Outcoding, all of their development was done in our office in Boston, but as their product base increased, they started getting bigger. First, they opened an office in Chicago and started working with a supplier in China for two years when they decided to try nearshore outsourcing.

The experience with China being in a complete opposite time zone (13 or 14 hours ahead), created some challenges and they realized that location is better utilized for a different type of work that allows them to get results the following day. Also, they wanted new markets of talent outside of Boston and Chicago because they were getting pretty expensive, with a cost ratio of 2 to 1 and an applicant conversion rate of 20 to 1.

They were looking for a partner they could work with “real time” and decided to try **EX² Outcoding** for 1 project and for the last 3 years they have developed their cloud-based products together. Today EZE has a team of 20 professionals working on a complex algorithm driven financial management software using Java Technology stack and automated testing.



They operate with the team leads & coordinators back in Boston and the full scrum team is now located in CR:

“Gives you more ownership and body of work, EZE Software has a high expectation and it demands growth, with any third party you work with, there are risks but the team in San Jose is pretty strong, compared to Boston, they are consultants not only people taking orders and completing them ”

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Director, Global Development Operations



This way **EX² Outcoding** has demonstrated once more that we are a strong business partner that strives to succeed and hires the right people for the right position.

While looking at their off-shore team’s performance, they noticed an opportunity to move to a near-shore location, that will move promptly, efficiently and with higher quality, deliver performance at their standards or even above their expectations. **And thus, started the search for the right partner, for someone that will leave the off-shore experience behind and adapt rapidly to their business needs.**



My favorite thing about doing business with **EX² Outcoding** is the professional’s availability and being able to communicate real time. The team is just like any other team in United States, flexible and in a similar time zone.



“ It’s been relatively easy to onboard new members, we have a very stringent interview process with technical testing and we like your ability to run those filters and to schedule multiple rounds of interviews so the manager can just make the hiring decision. ”

Travis W. Williams

Director, Global Development Operations



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