



“ Developers are developers where ever you go, it s all about the recruiters that can find the best ones and a management team that can motivate them and get the most out of them. ”

Roderick MacQueen

A journey of **18 COUNTRIES** to find the right partner

Outsourcing for the 1st time

CallMiner helps businesses and organizations improve contact center performance and gather key business intelligence by automating their ability to listen to every customer interaction.

Summary

CallMiner had 7 months to deliver a very important product launch and needed to significantly grow their development team in a location that didn t offer a big enough talent pool.

They were urged to find a trustworthy outsourcing partner that could hire 15 people in 3 months.

“ We needed a partner that could hire much quicker than we could. ”

Roderick MacQueen *Vice President of Engineering*



BACKGROUND

During a 6 months process, CallMiner looked at 75 companies in 18 countries, and the finalists were Indonesia, Rumania, Argentina and Costa Rica. In the end they chose Costa Rica because of the talent pool, time zone alignment and government/exchange stability.

Since CallMiner has several patents and copyrights, and given the fact that Costa Rica is part of The **Central America Free Trade Agreement (CAFTA)**, made them feel confident their intellectual property would be protected.

HOW EX² OUTCODING HELPED?

Once CallMiner decided that Costa Rica was the right country to go with, they contacted the 4 major companies, and after visiting locations and meeting with each management team, they chose **EX² Outcoding** because of the downtown location, attentive staff and nice facilities.

“ We felt as they are still small enough to provide specialized service ”

said Roderick

The launch went smoothly and 7 months later the CR team is hitting the development velocity targets at the same rate of the U.S. team that has been with the company for 10 years.



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.

“ I don't think we could've grown this much in the US due to budgetary restrictions, I would say that a dedicated team in Costa Rica tends to be 50% lower than the US when you factor in benefits, taxes, social security, insurance and other. ”

Roderick MacQueen

“ Being the first time outsourcing, I thought it was easier to find a partner in the same time zone to have the biggest overlap possible, travel time and costs are low, people are friendly and I feel safe here, there s almost no cultural differences from being in the US. ”

Roderick MacQueen



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