

Questers Community **CASE STUDY**



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Brian Spector

CEO
CERTIVOX

Questers is an IT collaboration company specialized in developing a high performing platform integrating processes and services for tech-oriented companies. We build and help our clients run fully dedicated teams in Eastern Europe. Back in 2007 we pioneered a new approach to remote IT resourcing. Since then we have employed over 1000 technology specialists for partners across the UK, Europe and the US, making Questers an 'employer of choice' for Bulgarian IT professionals seeking to work in an international setting. This allows us to attract and retain the best talent from the local labour market in a wide range of technologies.

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TEAM SUMMARY

Team Size: 30+

Technology: C++, Python, Android, HTML5, QA, etc.

Challenge to overcome:

Finding pool of developer skills at reasonable cost

Date of reference: December 19, 2014

COMPANY PRESENTATION

Client: CertiVox

Presentation: CertiVox provides secure authentication without the need for passwords, making the internet of things a safer place to be.

Industry/Sector: Software, User Authentication

Website: www.certivox.com

Contact: Brian Spector, CEO at CertiVox

Head Office: London, United Kingdom

The Situation & The Solution

In April 2011, we were a newly established start-up, based in London, with a core executive team. **With early-stage investment secured our needs were to find a suitable pool of highly skilled software developers, at a reasonable cost, that we were able to hire fairly quickly and with a minimal overhead of time and effort from Head Office.**

We were then introduced to Questers through a personal referral within our network, and based on this and our direct conversations with them, we had the confidence to go ahead and build a team in Bulgaria within their AsOne model.

Being an early-stage company based in London it was a challenge to get good software developers at a sensible cost. Questers provided a great solution and found us the people we needed.

We were able to quickly establish a team in Sofia and this continued to grow in line with the business. The flexibility we needed as a fast-moving start-up with changes common place was provided

by Questers with minimum impact to us, and something we learned on the way was the benefit of hiring personalities that matched the character of us as a business, not just the technical skillsets of individuals.

The Questers co-managed model is helping us a lot, enabling us to focus on product delivery while they co-manage our team taking care of the day-to-day HR, facilities and admin for our team members.

We have continued to expand our Team with Questers over the years, more recently including not just developers but also UI/UX, documentation and QA resources.

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The Result and Benefits to Date

Since April, 2011 CertiVox has grown its team to over 30 members today and still growing. **"This success is due in part from the close collaboration we have established between CertiVox and Questers Staff" commented Brian.**

Collaborating with Questers has proved very successful, in particular giving us access to a motivated and cost-effective talent pool, especially important for us as an early-stage business based in London where the market for developers is very competitive said Brian.

The main areas of success being:

1. Recruitment
2. Motivation and retention
3. Productivity and performance
4. Cost savings
5. Access to a new talent pool

AsONE teams are fully dedicated to each client and recruited against each client's specific needs and requirements. In a close collaboration with CertiVox, our qualified recruitment and HR teams took care for all administrative, recruitment, employment and facilitating aspects of this new partnership.

At the same time and equally important we have developed expertise, processes and systems to support the high performance and help companies like Certivox maximize the value and the talents within its team.

AsOne teams are located near-shore are housed in our high-quality office facilities, with advanced IT infrastructure, teleconference meeting rooms and recreation zones, all managed professionally by Questers Management.