

Case Study

SpotMe

questers /

BACKGROUND

Client: SpotMe

Website: <https://spotme.com/>

Head Office: Lausanne, Switzerland

Presentation: SpotMe is a leader in enterprise engagement platforms for virtual and hybrid events. The Swiss company with offices in the US and Singapore provides branded enterprise solutions and a no-code building platform, along with support and professional services to 250+ global businesses.

Engaged Consultants: 35+

Team expertise: JavaScript, iOS, Android, DevOps, Customer Experience & Support

Reference by: Pierre Metrailler, CEO

Date of Reference: 2018

THE SITUATION

In 2015, SpotMe had a diverse team of 80+ professionals across 3 offices around the world. Back then, the company was serving an impressive client portfolio of Fortune 500 companies, creative and productive agencies and NGOs and supporting hundreds of events every year across the globe.

As a result of the continuous growth in the demand for their services and their ambition to further develop the functionalities of the company's event management app, SpotMe made a decision to additionally expand its technology, customer experience and customer support teams.

THE SOLUTION

Being an international organisation, SpotMe was aware of the challenges of setting up a new office location. Therefore, for its new division in Bulgaria, the company decided to engage Questers, trusting the local provider's expertise and knowledge of the domestic labour market.

After clarifying the roles' specifications and agreeing upon the hiring process, Questers team kicked off the recruitment campaign and started attracting new professionals. Few months later SpotMe already had a strong team of 10 Sofia-based Application Developers and Content and Support Analysts that were successfully integrated into their global structure.

During the next couple of years, the team expanded not only in headcount but has also diversified its expertise. New roles such as Mobile Software Developers, System Administrators, DevOps Engineers, Customer Experience Specialists and Event Coordinators were introduced to the Sofia-based operations.

THE RESULT & BENEFITS

Initially, the SpotMe team in Sofia was aimed to be a compact unit that would support their global engineering and customer experience divisions. But after demonstrating very high levels of expertise and large efficiency, it became a major operations centre for the company.

In 2020, upon reaching 35+ people, SpotMe gained the confidence that their team at Questers was mature enough to be moved to a local entity and exercised the transfer option defined in their services agreement. Following a mutually set up roadmap, Questers helped transfer the employees to SpotMe's newly created Bulgarian subsidiary and continued to provide legal and HR services after that.

" SpotMe was founded with the vision of transforming meetings and inspiring participants through mobile technology. Over the years, as we've expanded to become the provider of the most comprehensive mobile event platform worldwide, we've found Questers' ability to provide great talent that integrates easily with our dedication to excellence in service and development invaluable." shared Pierre Metrailler – CEO at SpotMe.

QUESTERS MODEL

Questers dedicated teams are fully integrated into our client's culture and structure, and recruited against each client's specific needs and requirements. In close collaboration with SpotMe, our qualified recruitment and HR teams took care of all administrative, recruitment and employment aspects of this partnership. Questers dedicated teams are located near-shore and housed in our high-quality office facilities, with advanced IT infrastructure, teleconference meeting rooms and recreational zones.

About Questers

Questers is a London-based **distributed software development** company, integrating processes and services to deliver on organisations' strategic IT agenda. End-to-end, we design, build and manage dedicated teams over a diverse set of technologies in various industries.

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