



*Custom Teams.  
Custom Software.*

GUIDE TO

# Evaluating an Offshore Vendor

## 5 Considerations When Evaluating an Offshore Software Vendor

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- Technical Skills
- Communication Skills
- Reputation + Portfolio
- Cost
- Onboarding

# Technical Skills

The first and foremost consideration is the technical skills that the offshore software vendor can provide. You should look for vendors with experience in the technology stack you require and make sure they have the resources to complete your project successfully.

## Questions to ask related to technical skills:

### Q - Who is actually writing the code?

Sometimes the person that you first interact with may not be the person that stays with you. If the firm has high turnover they may try and shield you from that by not being transparent. Ask who is actually writing your code. Is it a dedicated person, or is the work given to a pool of developers?

### Q - What roles and skillsets do you typically offer?

If you're looking for a true partner, then knowing which roles they can handle is important. Are they able to take multiple things off your plate such as QA, Scrum Master, or Architect roles? Knowing their experience with these is important as you evaluate multiple vendors to find the best fit for you.

### Q - Do you provide ongoing training with the team?

A development team should always be keeping up on new relevant technologies. Your offshore team should be no different. Knowing what the vendor is doing to keep their teams on top of new technology is critical to long term success.

# Communication Skills

## Questions to ask related to communication skills:

### Q - How do you handle language barriers?

The offshore developer team that you hire should be able to effectively communicate with you and your internal team. Language barriers are one of the biggest fears companies have when going with an offshore team. Thoroughly vet your vendor to make sure they have processes to understand and meet your expectations and requirements.

### Q - How do you handle time zone differences?

People want their employees working in the same time zone - understandable. Unfortunately, most offshore companies can't accommodate. Find out if the company you are working with has overlap hours with your business day and if there is a stateside presence.

### Q - Where are the developers located?

Understanding if the offshore team works remotely or in a single office location is key information to gather. Ask follow up questions, for example: What is the office location like? Is there a management team in place? These things add reliability and consistency to the team.

Effective communication is critical when working with an offshore developer. Confirm the vendor ensures that the developer has excellent written and verbal communication skills to ensure a smooth workflow.

# Reputation + Portfolio

Check the reputation and portfolio of the offshore software vendor. Look for references, reviews, and examples of their previous work to ensure they have a proven track record of delivering high-quality work.

## Questions to ask related to reputation + portfolio:

### Q - What is your retention rate?

Your quality and more importantly your consistency lives and dies by the retention rate of the firm you are working with. If they are continually cycling through people then your quality will be a roller coaster. The reason you need retention is to gain consistent velocity.

### Q - Can you provide references?

This is a big decision and having someone who has worked with this team before can provide valuable insight into company culture, communication and deliverables.

### Q - How long have you been in business?

When considering a vendor, you want to trust they know what they are doing and are invested in their own business. Longevity of a company means increased expertise as well as mature methods and processes that have been proven successful.

# Cost

Consider the cost of hiring an offshore developer. While offshore developers may be cheaper than local developers, you should make sure that you are not compromising on quality.

## Questions to ask related to cost:

### Q -What is the cost structure?

Some firms charge hourly, a fixed monthly rate, and some have very opaque pricing. Know the ins and outs of their pricing and ensure you know what services you are getting for that price. A “full service” vendor will charge more than a simple hourly rate project shop and it all comes down to how those services match your needs.

# Onboarding

Understanding the time, process and manpower you will need to onboard new developers will be key in evaluating if a vendor is a good fit.

## Questions to ask related to onboarding:

### Q -What is the process for onboarding and ongoing service?

The process will give you a sense of the timeline for getting the project or team going. It will also shed some light onto the level of service you should expect after things start as well as into existing and future projects.

### Q -Is there someone that will be a point of contact should issues arise?

Issues or hiccups during a project are expected and understanding who will be with you every step of the way is key when evaluating an offshore vendor. Make sure you are comfortable with the company you choose to partner with to ensure long term success.

# EC Group International

Work with a Team that Checks All the Boxes



## TECHNICAL SKILLS

### QUALITY

Our clients are consistently impressed with the quality and level of talent our developers possess. We strive to be a long term solution for your development needs and we achieve that by hiring the best developers and engineers India has to offer.



## COMMUNICATION SKILLS

### TOP NOTCH

We work with you to develop the team that's right for your goals. Our offshore team shifts their work schedule for YOU which provides up to 4 hour overlap between you and your developers so they can attend daily/weekly stand ups and be an integral part of your team.



## REPUTATION + PORTFOLIO

### 95% RETENTION RATE

Our retention rate of 95% speaks for itself! Our developers are not only long term employees of our company, but are long term integrated pieces of your team. Along with an impressive retention rate, the lifetime value of our client's success is unmatched! Our 20+ years in business and the service we provide speaks volumes to the quality and consistency of our teams.



## ONBOARDING + ONGOING

### LONG TERM

Our onboarding process is a very detailed and seamless process. You will have a stateside contact assigned to you as you begin your journey with EC Group. The team offshore has a full HR and management team to ensure consistency and velocity with all output. You will be confident from day one, you are in good hands.



# All Questions

- Who is actually writing the code?
- What roles & skillsets do you typically offer?
- Do you provide ongoing training with the team?
- How do you handle language barriers?
- How do you handle time zone differences?
- Where are the developers located?
- What is your retention rate?
- Can you provide references?
- How long have you been in business?
- What is the cost structure?
- What is the process for onboarding and ongoing service?
- Is there someone that will be a point of contact should issues arise?

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