

Cross Workers

crossing all borders



THE ULTIMATE GUIDE TO IT-OUTSOURCING

Welcome to our ultimate guide to IT-outsourcing. We've written this guide for you, who are considering IT-outsourcing, so we hope you'll enjoy it.

There could be many reasons why you're here.

You might be frustrated with the high costs of recruiting skilled IT-professionals, or maybe you cannot find talented software developers out there? Or you could want to increase your competitiveness. Either way, you've come to the right place.

Since we're passionate people, we've invested quite some time in creating this guide for you. But why should you invest your time in reading it?

When you reach the last page you'll have a great overview of the key factors that you should keep in mind when starting your outsourcing journey.

In this guide, we'll take you through

- general reasons for outsourcing
- the costs you should contemplate when reflecting on onshoring as well as offshoring
- our recruitment process
- the questions you should ask yourself when considering your supplier
- safety aspects concerning outsourcing
- factors you should consider when outsourcing to another culture
- and last, but not least, a set of guidelines for making your team run like a well-oiled machine.

If you've already started your IT-outsourcing adventure, then we're sure you would benefit from taking a glance at our guide and perhaps reconsider some of your steps.

Happy reading!

ps.

Please take a look
at the last page
if you want to know more
about our expertise
in IT-outsourcing.



Hans Henrik Groth
CEO & Founder



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1. OFFSHORING

Why should you consider it?

BEFORE READING ANY FURTHER, MAKE SURE YOU HAVE YOUR TERMS STRAIGHT

Onshore

Onshoring is the practice of working within the country.

Nearshore

Nearshoring is the practice of outsourcing to a nearby country, especially in preference to a more distant one.

Outstaffing

Outstaffing is the practice of working with an employee who is employed by another company. This can be done onshore as well as offshore.

Offshore

The practice of basing a business or part of a business in a different country.

Outsource

Outsourcing is the practice of having parts of the work done by another company.

Development team

A team of IT-professionals forming a team that is working together.

Distributed team

A team that works across borders and from different locations.

Extended team

Nearshore or offshore teams that are an extension of a team located onshore.

ODC

Offshore Development Center. The facility that houses and organizes an offshore or nearshore team.

WHY CHOOSE TO OUTSOURCE?

In our experience, there are various reasons why companies choose to outsource.

The first thing that comes to mind is often the financial savings. Another common reason is the issue with finding local IT-developers with the required skills.

At CrossWorkers, the 6 most shared reasons are as listed on the two following pages:

1

THE TALENT SHORTAGE OF SOFTWARE DEVELOPERS

“Realising that it is not possible to attract sufficiently qualified Danish web-designers, when web-development isn’t our core business, we fought for several years with the outsourcing of our IT-development tasks. Only when we got familiar with CrossWorkers and hired our own dedicated IT-developers through them, our web-development has really set off.”

Egil Rausner
Air Support

2

REDUCING COSTS

“I chose to outsource to CrossWorkers in Cairo, since the cost reduction was the biggest here.”

Alf Døj
Comet

3

GAINING ACCESS TO WORLD-CLASS CAPABILITIES

“In recent years we’ve been busy attracting enough talent, so our development would be running smoothly. So we decided to outsource [...] We’ve now been at it for about a month, and we’ve hired five developers down there, and it’s going really well.”

Peter Revsbech
CEO, Ordbogen.com

4

INCREASING YOUR COMPETITIVENESS

5

TIME TO MARKET

6

RETENTION ONSHORE

CHOOSING YOUR OUTSOURCING TYPE

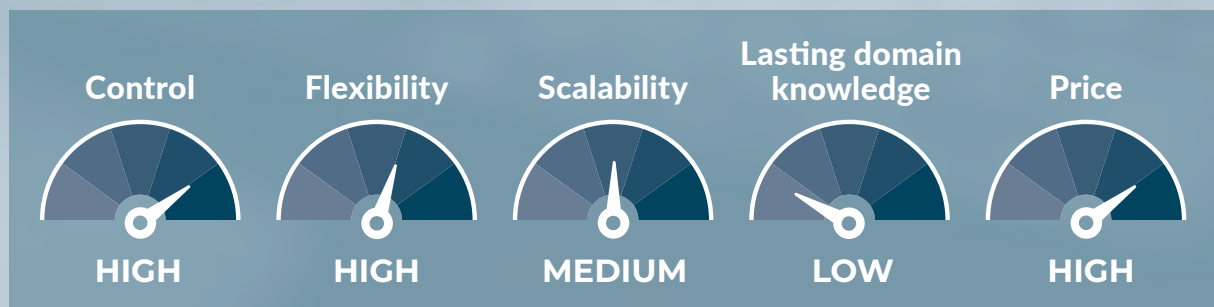
WHICH ONE IS BEST SUITED FOR YOUR NEEDS?

1

TIME & MATERIALS CONTRACT

A Time & Materials contract is a type of contract where the payment amount is depending on resources and time used. That is the opposite of a Fixed Price contract.

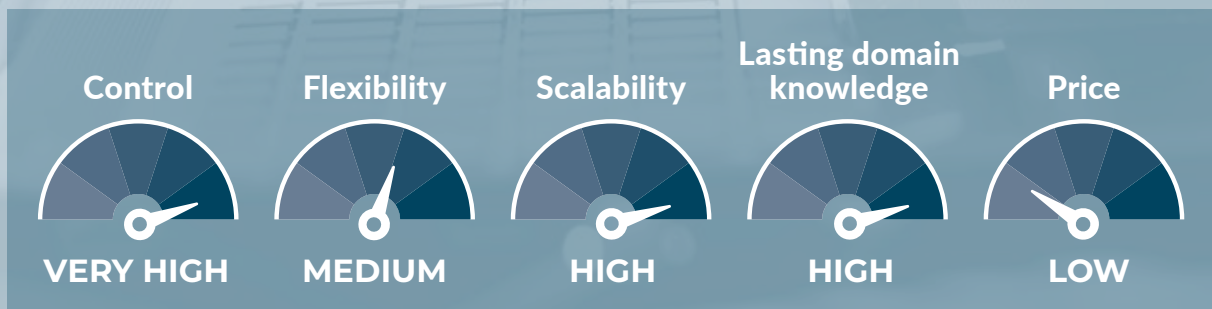
As a customer you normally have a high degree of flexibility as you pay as you go. A Time & Materials contract normally has a higher hourly price and you have little or no influence on what resources are delivering the service. This also means that you do not keep the domain knowledge that is being built. The scalability is highly dependent on the supplier's ability to free resources in time. Often resources will shift from time to time and although the customer is in control of what is spent he has very little control of the actual resources and their business domain understanding. ►



2

DEDICATED TEAM

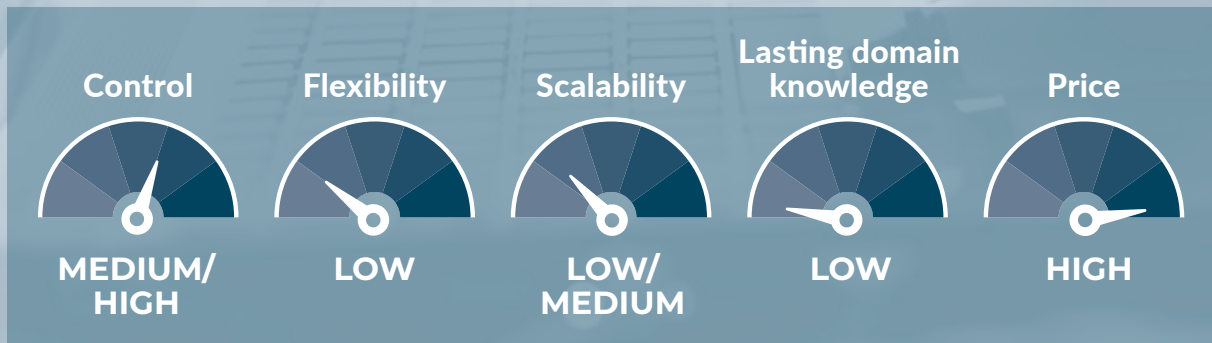
A Dedicated Team is a fixed team that is hired specifically for the individual customer. This means that the cost is a fixed cost (typically monthly) and that the skills and personalities of the team members are matched to the individual customer – just like when they hire their own employees. Dedicated Teams are long term commitments providing a buildup of business domain knowledge over time. The customer normally has direct access and project management for the team, which provides him with a high degree of control. The number of production hours depend on vacation, public holidays etc., so it is almost the same as having an employee on your own payroll. The price is normally lower than a Time & Materials contract and a Project Based contract. ►



3

PROJECT-BASED CONTRACT

A project-based contract is based on the delivery of a specified service or product. Normally changes that are decided after the agreement is made will be changes in additional costs. The hourly price is typically high and the customer must expect an increase of the contract sum as the project develops as new features will be needed and others changed. After the delivery the buildup domain knowledge is typically lost for the customer. A high level of control exists if the customer knows exactly what is needed. This can be an expensive type of contract for long term engagements and when requirements are not clear.





2. ECONOMY

What costs should you estimate
and when will your investment yield?

CALCULATE YOUR ROI

1

WHAT ARE THE COSTS?

This is the most frequently asked question when we enter into a dialogue with companies. And of course, it is very important to consider when you buy a product or service. We know that it requires a quick response and that the response must be well-founded and properly documented.

That is why we use a model that very quickly shows what the relevant offshore workers are costing. The model is relatively complex and contains many factors that companies often tend to forget when looking at the actual costs to hire an employee in Scandinavia – for example, recruitment, social costs, administrative costs, premises, work equipment, furniture, and so on. All of these factors are included and taken into account in our model and they give a true and fair view of possible savings. The fact that it gives a true picture is very important for clients to make a realistic comparison with offshore. ►



2

CALCULATE AND EXPERIENCE A COST REDUCTION

All costs for offshore are of course also included in the model. This includes agreed travel costs so that everything is included when comparing onshore employees with offshore employees. This also applies to travel for onshore employees who need to travel to Cairo and spend time with their employees there, as well as expenses for trips for offshore workers who travel to onshore for shorter or longer periods. The calculations are valid for one year at a time and allow customers to see the return of investment year by year.

Employee savings are, of course, dependent on how specialized employees need to be and their salary level. If the offshore workers are to replace existing onshore employees, the numbers will of course reflect that.

Once the ROI-calculation is done – with all relevant costs included – all parties have a completely clear picture of the actual costs and how much is being saved. At this point, the companies can make a realistic comparison with offshore.

Most companies
will experience
a cost reduction
of between
40 and 60% per year.



ONSHORE CALCULATIONS

To calculate the ROI, you must start the calculations with the onshore costs.

1

NUMBER OF EMPLOYEES AND THE SALARY LEVEL

Firstly, you will have to decide how many and which IT-resources you will need, in order to determine the expected salary level for the developer if they were hired in your country of operation. Your service provider should be able to help with the assessment. To find the salary for a specific developer level, you can search job portals and “state banks”. Also, you are welcome to contact CrossWorkers.

2

THE SOCIAL COSTS

It's important to include all social costs in your ROI-calculation. This is where most companies fail when trying to measure the outsourcing potential. These costs can be more or less hidden and are not as easy to compare as salaries. They also vary from country to country and can among other things include costs such as holiday allowance, insurances, meals and drinks. ►

3

THE WORKPLACE COSTS

When focusing on workplace costs, you must include all the various costs of establishing and maintaining the office. Remember to evaluate which types of equipment is needed to have a functioning office. The cost can be vastly different from country to country and from city to city.

This is including costs such as:

- Computer equipment
- Licenses
- Furniture
- Office supplies
- Telephone
- Rent
- Electricity
- Heating
- Insurance
- Internet connection

4

THE MANAGEMENT COSTS

It can be hard to assess the costs of managing a new IT-employee. The cost is dependent on the type of developer you will be hiring and your management type.

Look into the amount of time you usually spend on onboarding a new IT-employee and estimate an hourly cost of your management. This can often add up to quite a lot. ►

5

THE RECRUITMENT COSTS

The recruitment phase of an IT-employee includes a row of costs which typically includes costs for advertisement, a recruitment agency or a headhunter. You will have to include your inhouse resources to create the advertisement, complete interviews and so forth.

Moreover, remember to include the time spent on communication with potential candidates and the recruitment agency, not to mention the time spent on creating the employment contract.

Base the costs on how you usually assess the recruitment phase. If this is your first time recruiting an IT-developer, it is advisable to obtain an assessment cost from a recruitment agency, statistics from job portals and perhaps a lawyer to provide an assessment of the costs of contract progress. Finally, remember to include your own time in the final calculation.



OFFSHORE CALCULATIONS

After finalising the onshore cost calculations, continue with the offshore cost calculations.

1

FEES FOR YOUR OUTSOURCING PARTNER

There are a variety of models used to calculate fees. Each outsourcing business has its own method to calculate which fees you must pay to access the IT-resources you desire. You must ask your outsourcing partner to create an extensive overview of the costs. At CrossWorkers, we charge for a total monthly fee that includes all costs: Benefits, salary and insurances.

Remember to investigate which IT-equipment your offshore employees will have access to. This will help prevent unpleasant surprises and extra costs along the way if you find that your employee cannot access the necessary equipment. Moreover, you must investigate whether the salary is stable in the following years. If you don't, you are risking the horrible experience of fluctuations in the demanded salary. Beware of contracts that make you constantly renegotiate salary. It is a fact that in many Eastern European countries it's not unusual to have to renegotiate the salary level 1-2 times a year. This can be a daunting task for a company that relies on Eastern European IT-developers.

Moreover, remember to calculate possible changes to the currency. Some currencies are more stable than others. At CrossWorkers, we always settle the payment in a local or regionally accepted currency. This means that our customers do not have to watch fluctuation daily. In case you choose an outsourcing partner outside of Scandinavia, you must expect to take the risk of currency fluctuation. ►

WE DO NOT CHARGE FOR:

- Recruitment
- Start-up costs
- IT equipment
- Office supplies
- Etc.

2

EFFICIENCY OF YOUR EMPLOYEES

At this point, you must assess whether you think your offshore employee will be able to work at the same pace as your local employees. Based on our experience with developers in Cairo, a higher level of commitment is to be expected from the Egyptians. Working hours and holidays vary from country to country but typically you will get more man hours for your money in Egypt than in most European countries.

If choosing another outsourcing destination, you should always examine the level of efficiency at your outsourcing partner. If the level is less than your onshore options, calculate this into the ROI.

3

EXPANSION OF PROJECT MANAGEMENT

If you expect to spend some extra time on the management of your offshore team, remember to add this to the ROI-calculation. Estimate the expected numbers of monthly hours spent and calculate the cost.

The cost will typically be higher, the more developers you employ. The time spent on project management is dependent on the current number of local IT-employees. Moreover, remember to calculate how and when the communication and statement reports will be made, and by whom. ►



4

TRAVEL
COSTS

An important post in your budget will be travel and accommodation costs. To obtain the highest return on your investment, it's recommended that you calculate 1-2 weeks of travel at the beginning of the collaboration. Also, this will be a great opportunity to meet the developers we have selected for your task.

It is our experience that our customers highly benefit from visiting Cairo, meeting the locals and seeing our Development Center. Moreover, it's of enormous value for one or all of your offshore developers to visit you in your home country at the beginning of the collaboration. This will accelerate the start of your collaboration and provide him or her with a cultural understanding and a comprehensible grasp on you, your employees and your company. This will be a vast gain when he or she is working on your IT-development. No matter what part of the world you choose as your outsourcing destination, this is recommended.

To ensure strong and ongoing collaboration and communication between your onshore and offshore destination, it's advisable to plan travels between the two destinations. The frequency of face-to-face meetings varies, but often it's recommended to meet up once each quarter.

Once the travel plans are in place, you should research the costs for airfare, hotels, VISA and catering. Calculate this into your ROI.

“We chose CrossWorkers in Cairo. We went there on an introduction tour, and when we'd been down there we did not have any hesitations about working with them. It was really good, and all the views and misconceptions, I had, were refuted.”

Peter Revsbech
CEO, Ordbogen.com

WHEN WILL YOUR INVESTMENT YIELD?

When finally calculating the costs of onshore versus your chosen offshore destination, it is advisable to compare the yearly costs over a minimum of 3 years. Once looking at the results, you will get a clear view of how your investment has yielded. Typically, you will see how the start-up costs have flattened.

With CrossWorkers in Cairo, the investment will typically yield after the first month. Our customers have a very low start-up cost.

In the graph below, you can see the calculated savings of one of our current clients. The client is employing two developers and a Team Leader.

The costs of employing a local Team Leader, a Senior Developer and a JR Developer are approx. EUR 26.800/month not including pension, social costs and additional costs. In Cairo, the costs are only approx. EUR 11.230/month.

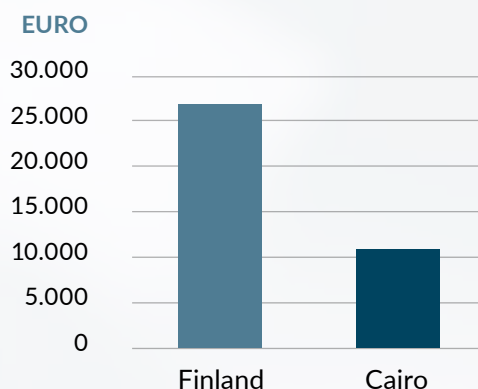
A calculation of the ROI shows that the customer is saving:

EUR 320.727
the first year

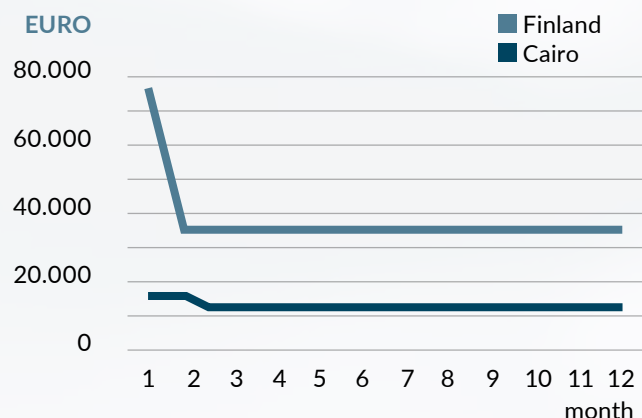
EUR 326.520
the second year

(This includes a traveling budget between Helsinki and Cairo).

LABOUR COSTS ARE 58 % LOWER/MONTH



THE SAVINGS THE FIRST YEAR ARE EUR 320.727





3. RECRUITMENT

What steps should you follow before settling on a great candidate?

THE RECRUITMENT PROCESS

The recruitment process can be complex. To give you an overview of how we, at CrossWorkers, typically approach the task, follow the steps on the two following pages.

1

BUSINESS PLAN

To find the best possible candidates for a possible job, CrossWorkers creates a business plan for each of our customers. It contains a description of the company and the tasks at hand as well as a description of the technology in use and the identity of the company. In other words we try to grasp the holistic DNA of the specific customer and use this knowledge in our recruitment process.

The tasks are divided between the local onshore country and the office in Cairo. The whole process is typically two months from the beginning to employment.

2

SKILLS MATRIX

Create a Skills Matrix for the candidate you are looking for. The Skills Matrix should describe all the resources you are searching for, including the personal characteristics, technical skills and the level of the technical skills. The better your Skills Matrix is, the better tool the offshore recruiter has. At CrossWorkers we have a recruitment team ready to receive the Skills Matrix and begin the HR call. ►

3

HR CALL

The recruitment team makes an HR call after having read the business plan and the Skills Matrix. In this part of the process, the wishes of the company are getting a finetuning. The technical skills and the personality of the desired candidate are validated and combined with the identity of the company.

4

RECRUITMENT

At CrossWorkers, we search our comprehensive databases for suitable candidates that match the required needs and assess whether there is someone that will fit into the business. Finally, we advertise on digital media for the right candidates, and headhunt in some cases where we think it is appropriate. Our Social Media platforms alone reach about 30.000 people in the IT-community.

5

TECHNICAL INTERVIEW

When we have found possible candidates, they will then be exposed to our technical interview, where we will probe them with detailed technical questions to find out how skilled and experienced they are. ►

6

INTERVIEW

The recruitment team selects 2 or 3 candidates per position to continue in the recruitment process. The next step is the interview with the candidates, the customer and CrossWorkers. The interview can be an online video or an in-person interview. At this point, everyone knows that the selected candidates have the technical skills - it's typically the personal connection that is focused on in the final interview. It is of course the customer who chooses the final candidate.

For further reading

The recruitment process can indeed be rather complex. Our solid HR-expertise and our ability to probe deeply during interviews mean that our customers always find someone they want to hire.

For a closer look into the recruitment process, click the button below.

[Learn more](#)

Only 10%

Only 10% of the companies who are using offshore labour have decided to do so based on a structured collection and assessment of valid data – and even fewer remember to include all aspects. When examining possible offshore destinations, there are several aspects to consider. Moreover, you must assess how significant each aspect is to you. Are you willing to compromise on certain aspects and not on others? It is important to point out that it is essential to find an offshore provider with a long-standing experience in hiring IT-staff. This helps to ensure that you get the greatest success rate in your projects. We at CrossWorkers excel at this by understanding both the onshore and the offshore world. By choosing a professional partner and the right destination, you will be able to focus on your business.

CASE STORY: BEMIIT

Recruitment of a senior .net developer

BEMIIT is a Danish company that develops software called Shareworks. The company was in dire need of a new software developer, and they struggled to attract a qualified developer because of their location far from the larger cities and because – as everyone in the IT-business knows – there simply aren't enough candidates in Denmark.

By following CrossWorkers' recruitment process they quickly had a new senior developer named Warda with the right qualifications in Cairo.

"One of the reasons why we chose Warda was that the chemistry was good between us. We have lots of good laughs together and he's simply a great match for our team."

Miki Vester
BEMIIT

BEMIIT





4. 5 THINGS TO CONSIDER BEFORE SETTLING ON A SUPPLIER

... and do you need one?

DO YOU NEED A SUPPLIER?

OR COULD YOU DO IT YOURSELF?

Ask yourself the following questions if you are considering outsourcing without a supplier:

- Is the need large enough to create your own operation? (A rule of thumb is that the customers need for an offshore team should be on 40-50 people before it pays off).
- Do you have the financial and human resources?
- Do you have the experience with the business and the culture?
- Does the cost overview match what you wanted to save?
- Do you have the commitment?

REMEMBER:

By choosing a professional partner, you will be able to focus on your business and let the supplier use its resources to find you a great match.



THE RIGHT MATCH?

The staying power

It is important that you assess the staying power of the company – is the company likely to survive long term? Remember to look for supportable references from previous or current customers, and do your research and compare the suppliers, you are considering working with.

Jurisdictions

Question the supplier about the possibility for the employee to work onshore occasionally. A professional supplier can explain the local laws and you can assess the ethical terms. CrossWorkers make deals on European or GCC legal foundations and the jurisdictions therefore represent a known framework for the customer. Always consider if a disagreement should be settled on known or foreign grounds.



COST AND FLEXIBILITY

Currency risk

Make a deal with the supplier about in which currency the invoicing is done. If the currency is not stable, it can be expensive to have made the wrong decision. So remember to evaluate the currency risk.

A flexible contract

Make sure that the contract is flexible enough to comply with your existing choices of methods. Also, insist on the contract being changeable in case of unforeseen developments. The speed of how hastily changes can be made should be included.



EMPLOYEE MANAGEMENT

Recruitment

When outsourcing employee management, you must trust that the supplier can attract desired employees and that he will have a professional approach to recruitment. If the supplier is not able to retain employees at the company, chances are that they weren't satisfied. This is hazardous for you because you will have to do the commissioning phase repeatedly with new employees.

GDPR

Chances are that you've already spent a long time ensuring your GDPR. When outsourcing you must ensure that everyone must fulfil the data management agreement. The employees must understand the agreement and follow the rules. This can cause a lot of auditing if the supplier is not covering the GDPR. Ensure that the supplier has an existing process for this.

For further reading on GDPR, go to page 34.



PARTNER OR SUPPLIER?

Cultural understanding

The internal business culture of the supplier and your onshore business must be aligned and be a reasonable match. Look into the strengths and experiences the management have. Do they have the experience required to “translate” common misconceptions between your culture and the culture on the outsourcing destination?

Complete confidence

Both you and your management must have confidence in the fact that your partner will be able to solve all tasks they are presented with. There must be a shared cultural understanding between onshore and offshore.



“We continuously make sure everyone gets a thorough understanding of European culture, and our cultural workshops have become very popular among the employees. We engage with our employees, talk frankly about company matters, join for a laugh every day, and arrange family tours and company events that make us get to know each other even better.”

CrossWorkers, 2021



5. SAFETY

How to minimize the risks
when you outsource

SAFETY AND OUTSOURCING

As always, the safety aspect is important to remember. Obviously, you are interested in keeping your vulnerable business information from leaking to competitors.

It can be nerve-wracking to put information into the hands of someone offshore. As is the case with an onshore employee, you have control over who should access which data. This is no different from the way you run your operation today.

Usually, you can minimize all risks by choosing a reliable company to partner with. You can cover main concerns by creating a solid contract. Other concerns can be avoided by choosing an outsourcing company with the right experience. You simply follow the same security precautions you would, if it was onshore employment. We at CrossWorkers take full legal responsibility for the contracts and have thoroughly implemented these safety measures to comply with GDPR.



GDPR

Even though you choose to outsource IT-tasks, the responsibility to fulfil the GDPR is yours. As a European company we have a natural and thorough understanding of GDPR.

GDPR includes:

- If the data subject has given consent to the processing of his or her personal data.
- To fulfil contractual obligations with a data subject or tasks at the request of a data subject who is in the process of entering into a contract.
- To comply with a data controller's legal obligations.
- To protect the vital interests of a data subject or another individual.
- The legitimate interests of a data controller or a third party, unless these interests are overridden by interests of the data subject or her or his rights according to the Charter of Fundamental Rights.



The European Union

The General Data Protection Regulation (GDPR) is a regulation in EU law on data protection and privacy for all individual citizens of the European Union and the European Economic Area. It also addresses the export of personal data outside the EU and EEA areas. The GDPR aims primarily to give control to individuals over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.



6. CULTURE

How you ensure smooth communication
between borders

SOFTWARE DEVELOPMENT CULTURE AROUND THE WORLD

Dimensions of culture

Understanding a country's dimensions of culture will enhance good communication and an aligned understanding. You can use Hofstede's dimensions of culture as an assessment tool. Hofstede explains the 6 basic issues that society needs to come to terms with when organizing itself. The scale runs roughly from 0 to 100.

For example: "Uncertainty avoidance" deals with a society's tolerance to uncertainty and ambiguity. Germany scores a 65, while Denmark scores a low 23 despite the geographic proximity. Imagine the differences when outsourcing to a destination further away. Egypt scores a high 80, which means that the country has a high preference for avoiding uncertainty. The Egyptians high ranking also means that they tend to have a strong will to work hard and have a high level of punctuality and precision.

Hofstede's rating represents an average score for each country. It is an implemented part of our recruitment process that we choose candidates who pull the average score in the right direction. ►

HOFSTEDE'S DIMENSIONS OF CULTURE



A history of tourism

Historically speaking, an offshore area like Eastern Europe has not been a tourist destination, and for many years it was not a possibility for the Eastern Europeans to travel internationally. As a result, the cultural understanding of “the outside” has been limited. Compared to Egypt, in which European tourists have visited for decades, international interest and understanding are vastly different.

Consider the linguistic compatibility between onshore and offshore. The general English skills can vary significantly. It's not all about the grammatical linguistics, as one could assume. A well-educated employee in India might be well articulated in English, however, some might experience difficulties understanding the accent.



OUTSOURCING AND CSR

Don't outsource your responsibility

A growing proportion of organisations around the world now identify social responsibility as a crucial part of their business strategies, and with good reason. Numerous industry and academic research studies show that company performance, measured in a variety of ways, improves with the introduction and encouragement of CSR-initiatives.

It's quite simple

Find an outsourcing partner who understands your concerns and goals. The right supplier will be able to estimate how to balance the social benefit for the employees, sensible payment levels and know-how and when to eliminate unethical behaviour within your offshore office.

CSR is an integrated part of everyday life at CrossWorkers: All employees are covered with good medical insurances, our office environment represents an environment that local companies can inspire from, and our management style is based on Scandinavian values.

CrossWorkers is actively collaborating with several universities providing lectures and internships. We also run CodersTrust (www.coderstrust.com) in Egypt. CodersTrust is a Danish company with the mission of connecting underprivileged, disadvantaged and marginalized groups of people – especially youth and women – to education and online labour markets, thus significantly increasing quality income-earning opportunities and economic independence.



CROSSWORKERS AND THE UN WORLD GOALS

“We at CrossWorkers strive to take responsibility for a better and more sustainable future. Here you can get a glimpse into our endeavours.”



No poverty

Though most positions at CrossWorkers are on a high salary level, our activities also lead to the creation of low wage jobs and to injection of Foreign currency. Our CSR-activity CodersTrust has the direct purpose to provide income for low-income groups.



Quality Education

Although most of our employees are educated on a university level, we constantly focus on increasing knowledge, especially when it comes to cultural understanding and providing the skills to work internationally. Our CSR-activity CodersTrust provides education and knowledge to groups that don't have the funds for a formal university education.



Gender Equality

We give women the same career possibilities at all levels in the company, and we have more women in mid-management and team leader roles than most Egyptian companies.



Decent Work And Economic Growth

From the very beginning, we have established a Scandinavian inspired work environment with a good salary package and health insurance, thus setting a bar for locally based companies, and we normally hire employees full time. We are a 100% exporter, thus generating revenue to Egypt. ►



Industry, Innovation and Infrastructure

CrossWorkers endorse the IT-outstaffing model by educating our own employees and influencing educational institutions, and we thereby help establish the basis for a sustainable business model. This provides the possibility for Egyptians to work internationally but still live in Egypt where the generated income fully benefits Egypt's development, compared to working as an expat in EU or GCC.



Reduced Inequalities

Better cultural understanding and economic development support reducing inequality. Our business model supports the economic development in Egypt and the close interaction with international customers, and the active cultural education supports a cultural understanding.



Partnerships For The Goals

CrossWorkers is an active player both in Europe and in Egypt in creating and establishing partnerships. We do this individually and as an active member of ITB, DI Digital and DBCC.



TRAVEL

Offshore travels

At the very least, we always recommend that you visit the offshore destination at the beginning of the collaboration. This will provide you with the possibility to see the physical setup and get a feel for the local culture. Moreover, it is very valuable to take the opportunity to spend some time with your new developer and create personal bonds.

Visa laws

Moreover, you should investigate Visa laws in various countries, as there can be big differences when it comes to obtaining Visa. If the Visa situation turns out to be a hassle, urgent in-person meetings can be stalled. In Egypt this will never be a problem, since Visa is something you buy when entering the country.

Onshore travels

A visit to your headquarters for your offshore employee is highly valuable. It allows the developer to get a feel of the company culture, how everyday operations run and how you are communicating internally. CrossWorkers handles the Visa application process for our customers and we are very experienced in administering this.

Time Zones

Being in the same time zone will make daily communication significantly easier. In general, we experience time zones as being of more importance than it was previously. The time zone of Egypt is GMT+1.



GEOPOLITICAL SITUATION

The geopolitical situation

When you're considering different outsourcing destinations, remember to take the geopolitical situation and personal safety into consideration. The geopolitical safety is including the risks of natural disasters and current or potential wars.

Personal safety

You must evaluate the personal safety of employees, including assaults, robberies and general crime. The crime rates of the various destinations will give you an overview.

Contrary to what some believe, there is political peace in Egypt. Since President Sisi was elected president in 2014, several reforms have been introduced, and both foreign investment and tourism have long been steadily increasing. Even though Egyptians drive like crazy, there are only a few accidents in traffic; it is primarily as a pedestrian that you have to walk carefully. Some find it surprising when they hear about the realities of personal safety in Egypt, because According to Gallup's Global Law and Order Index Score of 2020, Egypt is at the same level of safety as countries like Denmark, Portugal and Luxembourg.





7. BEST PRACTICE

Concrete guidelines to make your outsourcing activities run smoothly

BEST PRACTICE FOR YOUR BUSINESS

A SET OF GUIDELINES

In order for you to create a well-oiled machine, we'll give you several operational advice that will make the corporation between onshore and offshore run smoothly.

1

COMMUNICATION

Communication is essential when working on a distance. An open, two-way communication is crucial. Set aside some time for daily briefings on a video-call with your new developer.

2

COMMERCIAL CHANGES

Remember to share your information with the team if you need to expand your team, if you need work done by freelancers, or if you need to get any special equipment for the team. ►

3

WORKSHOP

It is our experience that a detailed workshop from the very beginning of the project is essential. A workshop contributes to building a solid foundation both socially and professionally. This can either be arranged in the onshore or offshore country, and CrossWorkers is happy to lend a hand in arranging workshops in Egypt.

4

SOFTWARE DEVELOPMENT METHODOLOGY

Choose your methodology! CrossWorkers apply Agile – Scrum methodology for most of the existing accounts and we strongly suggest it for new accounts.

5

PROJECT MANAGEMENT TOOL

To keep track of all projects and tasks, it is highly recommended to use a good management tool. Maybe you already have a great system put in place. If not, we're happy to give you some suggestions. ►

6

ASSIGNMENTS

When giving an assignment, provide the offshore team with a feature description in an easy to read text to avoid any misunderstandings.

7

DEVELOPMENT STANDARDS

To ensure the level of standards you require, it is advisable to do regular follow-ups and make support available when needed. This will also contribute to making your new developer feel well-informed.

8

EDUCATION AND TRAINING

To ensure that your offshore team has the newest knowledge and all the necessary certifications, it is a good idea to offer additional training and education. At CrossWorkers, we provide some different internal training and employees are free to take Microsoft-certifications. This training is free for CrossWorkers' customers. ►

9

TIME REGISTRATION TOOL

It is recommended that customers apply the same time registration system as used onshore for the offshore team. This allows you, the onshore and the offshore teams to register time in the same manner.

10

ATTENDANCE AND VACATIONS

Communicate how attendance and vacations are planned and executed in your company. When are the working hours? How do you deal with emergency leave and official days off? How long in advance do you expect your team to plan a day off or a vacation? Furthermore, remember to include national holidays and religious holidays in your planning.



WHY DID WE CHOOSE CAIRO?

- +50.000 IT-candidates graduate each year, which means a very large talent pool.
- Egypt counts for over 70 universities and 100 higher education institutes.
- Same time zone as the EU and the GCC makes development and cooperation across borders easy.
- Egyptians have good language skills: Many educated Egyptians speak English fluently in addition to Arabic.
- Egypt has a diverse population with +100 Mio people (85% are Muslim and 15% Christian), and the cultural readiness is high.
- Short travel time from Europe and GCC with direct flights to Cairo.
- Egypt gets a high rating in multiple international reports and is increasing in global confidence. In 2020 Egypt was ranked as Africa's top FDI destination, and in 2018 the country was one of the fastest growing offshore destinations worldwide.
- Personal security is high.
- GDPR compliant, which makes related practicalities easily solvable.
- We experience high cultural compatibility with Western businesses, which makes the Scandinavian approach to business easily transferable.



COMMON MISCONCEPTIONS YOU MIGHT SHARE ABOUT IT-OUTSOURCING

“Outsourcing developers will never become a part of our work environment at home”

Together you can make an effort to include your new developer into your workday, just as you do with every other developer. We find that open communication and a two-way curiousness is key to make your new developer fit right in.

“There are many unforeseen expenses regarding outsourcing.”

Actually not. Many businesses will be amazed at the potential cost reductions. When outsourcing a developer you don't have to worry about health insurances, pensions, bonuses and so forth, because you only pay for the developer's salary.

“Outsourcing causes lower quality than at home.”

Wrong again. Make sure you choose an experienced supplier with a high quality standard and knowledge of the market. Then they'll make sure you get a thorough recruitment process and a talented developer, who meets your needs.

“Outsourcing exposes our company to a higher security risk.”

We fully understand that intellectual property and data privacy is a big concern for you, but security risks are just as likely to happen at your onshore destination. Just make sure you partner with a reliable company and create a solid contract. As long as you take the same precautions you would at home, there's no need to worry.

“Outsourcing is costing jobs here at home.”

On the contrary. Quite often outsourcing can be a prerequisite for making the onshore team run smoothly, because their hands become free to take care of other important tasks.

“The cultural barriers are simply too big.”

Different cultures certainly don't need to lead to bigger distances, on the contrary. If you choose a country with great English skills you've already come a long way, and if your supplier is experienced in the offshore culture they'll be ready to help with any cultural misunderstandings. Besides, since IT-development can be considered a world of its own, there will already be a big mutual understanding between your onshore and offshore team.

WHY CHOOSE CROSSWORKERS?

Specialized in HR and IT-outsourcing

We have a solid ballast within HR, both in terms of recruitment and human resource management, and many years of experience with IT-outsourcing to destinations like Pakistan, India, Vietnam, Eastern Europe and, last but not least, Cairo.

At the same time, we know the challenges facing European and GCC businesses in their struggle to make their IT-development function well and create a scalable business.

Altogether, this experience has given us the prerequisites for creating what we consider to be the best IT-outsourcing concept for European and GCC companies.

IT-outsourcing with Scandinavian guarantee

Our long-standing international HR-experience, intercultural insight and our deep knowledge of the Egyptian IT-labor pool – and Egyptian culture overall – enables us to find the right candidates for any European or GCC company. Simultaneously, we can ensure your company a close and well-functioning collaboration with the Egyptian IT-developers who we employ according to your selection, so they can become a natural, integrated part of your development team.

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