HOW TO HIRE A
DEDICATED
TEAM
FOR YOUR IT NEEDS

COSMIC
DEVELOPMENT
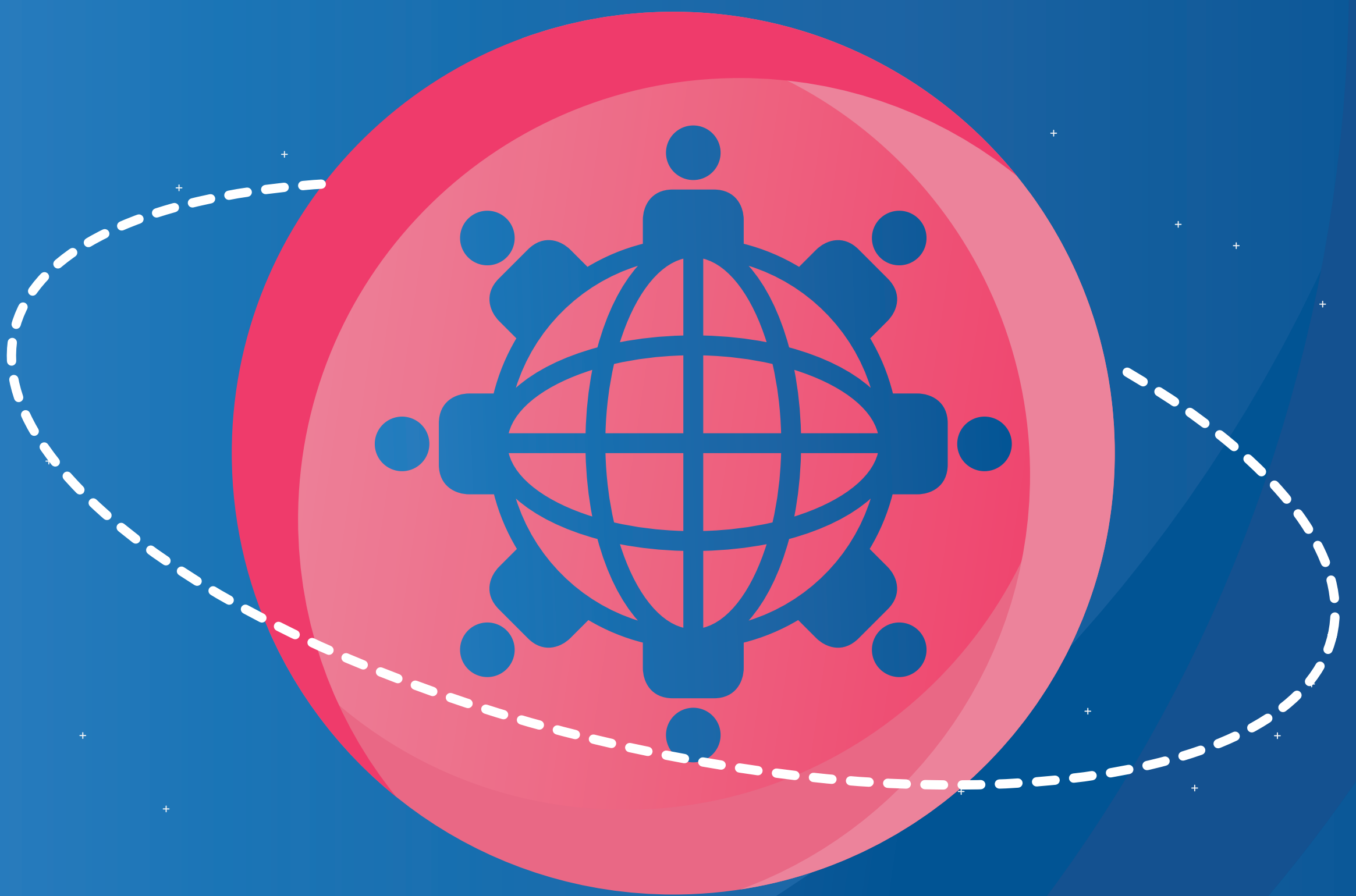
NOTE FROM OUR TEAM

WE WROTE AND DESIGNED THIS EBOOK WITH CARE IN ORDER TO GIVE YOU ESSENTIAL INFORMATION AND HELP YOU CHOOSE THE SOLUTION THAT BEST FITS YOUR NEEDS. WE ALSO HIGHLIGHTED WHAT SHOULD BE TAKEN INTO CONSIDERATION IN THE PROCESS OF CHOOSING YOUR OUTSOURCING PARTNER.

IF YOU HAVE ANY SOFTWARE DEVELOPMENT NEEDS, AND YOU ARE THINKING ABOUT OUTSOURCING, EVEN IF YOU ARE A NEWBIE TO OUTSOURCING, THIS EBOOK WILL TAKE YOU THROUGH EVERYTHING THERE IS TO KNOW. FIRST THINGS FIRST: YOU ARE ON THE RIGHT TRACK TO EXPEDITE YOUR BUSINESS AND LEAVE YOUR COMPETITORS FAR BEHIND YOU.

WE ARE HERE TO CONNECT YOU WITH INCREDIBLE DEVELOPERS, DESIGNERS, QA SPECIALISTS AND PROFESSIONALS IN OTHER FIELDS DEPENDING ON YOUR PARTICULAR NEEDS. READ ON AND SEE HOW WE CAN HELP YOU ACHIEVE YOUR GOALS AND VISIONS AND TAKE THAT WORKLOAD OFF YOUR HANDS.

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WHY SHOULD YOU OUTSOURCE?

Well, first of all – profitability.

If you live in a country with a strong economy like the USA, Canada, Australia, Western Europe and you decide to hire an in-house development team, you will soon realize that it can cost a fortune. Outsourcing to developing countries can save you a lot of money and headaches, as well as make you more proficient and competitive in your industry. As our decade-long experience has shown - you can get the same or even better quality with no language barrier.

For instance, let's say that you want to hire web developers or software engineers, who are not only one of the best-paid workers, but the employment of web developers is projected to grow 8% from 2019 to 2029, according to **the U.S. Bureau of Labour statistics.**

So the question is simple:

Is it better to hire someone for this job from the USA, Canada, Australia, Western Europe, or to hire from developing countries that offer highly educated professionals available for much less, from 35 to 45 percent to be more exact less than natives?

To date, Eastern Europe, Asia and Latin America are competing for the most desirable regions to outsource to. While Asia and Latin America generally compete on price, Eastern Europe competes with quality, education, overall good work ethics and still, all while offering incredible value. Work ethic is required, as it is the fundamental basis for a positive employer-employee relationship. Values such as integrity, hard work and a firm sense of responsibility have emerged as standard attributes in our collaborations with Eastern European workers.

There are many reasons why outsourcing to Eastern Europe is a great idea, but here are the major ones:

- Obtain the exact quality product for a lower price
- Save a lot of time figuring everything out by yourself
- Find employees that are valuable, trustworthy and dedicated to growing your business

Read on and don't just take our word for it as here we'll reveal a few success stories that can be a game-changer for you and your business. Yet, let's start with the most crucial thing when it comes to quality: finding a reliable and proven software house.

TIPS FOR FINDING A RELIABLE SOFTWARE HOUSE

STAGE ONE:

SEARCHING AND FILTERING

A software company with a good reputation can help you move mountains – if that's your prerogative. A 'less-than' software house may struggle to fulfil your demands. Should the second take place, it will already be too late. Before you start with your research, we'd like to provide some contrast between the good and the bad signs of software companies. To have your mind and heart at peace, the principle of the subject is value. As a rule of thumb, value delivers continuously and persistently over the long-term. Perception of the qualities to look will help you lock down that perfect software company and avoid the warning signs, which are otherwise as clear as day. Here are some caution signs to look out for:

Technological Shortfalls

Bad code is a red flag. An inferior product and features eventually point to a negative experience of working with the software company. No prior testing of the outcome is just as well a tell-tale sign that matters are just not up to standard. The right outcome should take minimal or only routine maintenance. Inadequate products often result in extra resources in the long term, as they are challenging to control. Missing documentation may just as much lower the company's standing point and casts uncertainty of the actual ownership of the product. This leads us to our next point.

Sourcing Code Ownership

Product licensing is essencial. Missing to do product licensing could result in a costly problem for you and your company. Make sure you can establish source code ownership, or you may end up responsible for picking up the bill yourself.

Bad Communication

Communication is the base of all relationships, business and otherwise. Open lines of contact are a number one priority, and without it, we would be very hesitant on continued cooperation.
No communication interprets to 'lack of confidence' and sets a questionable foundation for an agreement riddled with silences and slow performance. The email communication should be on an acceptable level of English, with proven understanding throughout the communication. All in, bad connection indicates a bad work quality.

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STAGE TWO:

THE DISCOVERY

Finding a solid software house requires having a high level of awareness of various specific factors. Having great references is just the tip of the iceberg! But where to look for such references or unbiased reviews?

Thankfully, you can find numerous online platforms that offer listings and reviews in many industries, not only in the technology industry. However, being able to recognize which ones are more effective can lead you towards a reliable and effective software house.

STAGE THREE:

VERIFICATION

After finding several potential tech partners to work with, it's time to verify them.Most important to note is a mutual understanding. You should be clear that your new software partner will understand your instructions and follow them to the highest quality. Using the platforms above and pieces of advice, confirming this is possible.

Finally, the prospective partner who delivers consistent long-term value should be passionate and confident in their ability to do so. If they are, they will be sure to talk.You will need to make sure how to make your selection. Here you have the final factors you must consider when making your ultimate choice.

DISCUSSION

Discussing your problems openly with your future software provider is probably the best way to open lines of communication. Make sure to clearly express your issues because the responses you receive may help in revealing the company itself.

PROVEN TRACK OF FUNCTIONING

Excellent track records are crucial to future businesses and are valid with a simple web search. Check your potential outsourcing partners' overall presence and activity. If you wanna explore a bit more thoroughly, you can even include their clients' web presence.

QUESTIONS

Expect to receive questions and follow-up questions. It is a well-known fact that a competent company is a 'naturally curious' company. In IT development, the finer the details - the more thorough the project and the outcome. You will probably get many questions about your business, about your customers, as well as about your objectives.

CHECKLIST

There are various tell-tale signs that point towards a good company, which is a sort-of final list. Therefore, while many of these factors may be measurable, many of them are also irrational and 'gut-feeling'.

PROVEN TRACK OF FUNCTIONING

Excellent track records are crucial to future businesses and are valid with a simple web search. Check their overall presence and activity. You can start from their social media accounts and their clients'

CLIENT TESTIMONIALS AND REFERENCES

Verbal references from past or current clients are your best bet for objective company reviews. However, if you are hard-pressed to find information, check if there are any testimonials and positive reviews.

You can also ask company representatives to connect you with one of their past or present clients for a call or reference.

TECHNICAL LANGUAGE

A sign of the company's ability to deliver is the ability to keep in contact.

This means speaking your 'project's language', as well as your own. Lines of communication must always remain clear.

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With Cosmic Development, we are able to scale manpower easily while saving costs along the way. The teams also integrate well with our own, making it feel like we have one giant team, despite them not working from the same office.

Wojtek Hlibowicki
CTO of Rumble.com

HIRING A DEDICATED TEAM IN 5 SIMPLE STEPS

When hiring a remote team, note that the process may vary from one software house to another. Therefore, we offer you our simplified approach in five easy-to-use steps:

STEP ONE:
State your preference in terms of needs, timespan and budget

There is no surprise that the following saying is true: 'If you want to find something, you should know what you're looking for'. The same applies to the process of finding the right developers or any other professional who is about to join your team.The good thing here is once you tell us your specific needs, the start date, and the budget, we can start looking for the right fits within the set criteria. With us, you are leaving the hard work to a reliable partner who has over 200 full-time employees on board, has ten years of successful work and an extensive database of candidates.

With that, awareness is a valuable starting-off point to commence the project.

STEP TWO:
Next follows the search along with initial selection aka pre-vetting

We have Human Resources and Recruitment teams spread across three countries, and your remote staff needs are trusted in professionals' hands. All the initial selection, from the intro-interviews and preliminary tests, are done by us with one main goal to find the best possible talent for your unique needs.

When it comes to developers, we have a CTO who is actively involved in the testing and evaluation process. This step usually lasts for a week or two, depending on the seniority of the position and the very criteria set in the first step.

STEP THREE:
You decide who will be invited for a final evaluation

Once we are done with the pre-vetting, the selected candidates are sent over for a review to you and you decide who goes further. We suggest that you are present at the final interview too, just to be on the safe side and make sure the candidate fulfills all of the afore-set criteria. In most of the cases, there is a question or two that goes uncovered and sometimes the candidate wants to find out more details about their future role. Again, you have the final say on this, too, and we adapt to your preference.

STEP FOUR:
Pick the right fit

In this phase, we re-confirm the start date and continue with the more formal aspects like sending you a simple contract template that is billed at a flat monthly rate per employee.

While you need to give a final nod, we make sure the candidate has all the equipment required for the position, and he is ready and set.

STEP FIVE:
Sign one simple agreement and get started

Well, this is the easiest part. You signed the deal and things are ready to get into action.

Now, you have a full-time employee available to you eight hours a day, five days a week.

And the good thing is that all the administrative hustle, dealing with salaries, health insurance, perks, bonuses, culture, pensions are on us. You don't have to bother with equipment and having IT support for your remote employee as we cover that too.+

TWO PROVEN MODELS OF COLLABORATION TO CONSIDER

As an IT staff augmentation company that has been in the business for a decade now, delivering amazing results when it comes to big tech and big scale, here we present our two proven models of collaboration:

VAR - VALUE ADDED RESELLER

This is a so-called white label model, where you are selling and offering our services to your clients as your own. Our client-oriented approach and flexibility allow us to fit into whatever needs and corporate structure you have so that we are an extension of your company. With this cross-selling method, you are broadening your portfolio and building up your reputation. With over 90 satisfied clients and over 300 completed projects, we have hands-on experience across many industries with the main accent on online media and marketing.

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In this case scenario, our team reports directly to your Project Manager and Team Leads in a way it becomes another extension of your company. We follow your way of functioning, making sure all your standards and procedures are met. You can see our development team as your own and require to be fully involved in the communication with your clients as end-users. Thus, they can be present at meetings to better understand your clients' needs and discuss best practices.

RESOURCE PARTNERSHIP

This is a so-called Staff Augmentation model, where we provide dedicated developers available eight hours per day, five days a week for a flat monthly rate. This is our most used model and is generally meant to help or assist your existing team. Again, our flexibility allows us to custom build teams that fit your exact needs, saving you time and money along the way.

We cover the following areas with Senior Engineers specialized in:

- Web development (back-end and front-end)
- Mobile development (native and cross-platform applications)
- User Interface and User Experience
- Quality Assurance

We can develop software from scratch or maintain and upgrade your existing software with new features.

We are highly proficient in the following technologies: JavaScript, Angular, React, VueJs, PHP, Java, Python, Swift, C#, SQL, Ruby, as well as in WordPress, Android, iOS, HTML, XML.

Plus, we are always open to experiment with the newest technology that is on the rise.

With us, you will be working with a team of highly motivated developers and designers who always strives to learn and grow and move boundaries forward. Our work does not have limitations.

We develop dynamic web and mobile applications, e-commerce solutions, portal applications and applications with CMS. We undertake projects from the ideas, mock-ups, UX/UI design, system development, through implementation, integration, deployment to launch and post-implementation support.

WHAT ARE THE MOST COMMON PROFILES THAT YOU CAN CHOOSE FROM

Let's say that you own a start-up or SME and that you want to outsource some of your workloads. If you haven't used outsourcing services before, you may not know the exact roles and responsibilities of each remote team member. These are the most common profiles that you can hire:

Project Manager

The Project Managers work on a higher level of abstraction and they are responsible for a budget, risk, schedule and contract management. It's highly possible that project managers don't fully know the technical aspects of the product they create. They primarily use different methodologies and their major focus is on controlling the project.

A Project Manager is the employee who ensures that there are no changes incompatible with specifications.

Product Owner

The role of the Product Owner is close to that one of an analyst. They mainly concentrate on a specific product and on the product's features. The primary role of Product Owners is to take care of the business value maximization (which encompasses the suitability of the product to use). Moreover, Product Owners are generally focused on constant changes within the company because they use agile methodology.

Team Lead

Typically, the role of a Team Lead is given to one of the developers, not necessarily the most senior. This person should have leadership qualities that allow maintaining communication between remote teams and clients. Therefore, team leads ensure that the members of the team have sufficient performance levels, but they are also responsible for conflict resolution and prevention.

Tech Lead

Not long ago, we used the term 'architect' instead of a tech lead. Nowadays, 'analyst' fits better. But who is this? In fact, it is the 'lead example' when it comes to the technical knowledge of team members. In other words, tech leads can solve problems that are not even linked with the development process itself, i.e., they can solve issues connected with the integration with external providers or issues regarding hardware.

Full-Stack Developer

The full-stack developer is, in fact, a programmer not specialized in one particular area.

Due to this, a full-stack developer might sometimes appear a less-advanced programmer than a front-end or a back-end developer. Nonetheless, thanks to an extensiverange of skills and knowledge, they can develop a solution on every architectural layer of the system, regardless of whether it is about the view, the business logic, or the system's database. Therefore, a full-stack developer is considered indispensable when they are put in less complex and less demanding projects where costs play an enormous role.

Front-end Developer

Front-end developers are the contact point between the delivered business solution (a system undergoing implementation) and the end client (user). On the one hand, they're responsible for proper communication with the business logic layer. On the other hand, the front-end developer must provide the best possible application reception by the user (interface responsiveness, content clarity).

Back-end Developer

The back-end developer is actually a programmer focused primarily on developing the business logic and the data layers. Its correctness depends on the work quality of the back-end developer because elements are crucial to system functioning. What's more, in the case of larger, more complex systems, such developer's capabilities of building data queries (i.e., SQL) and its optimization are of immense value.

QA Lead

Quality Assurance Lead is the person that is responsible for building both the QA team and its management team. The most crucial responsibility of a QA Lead is to establish a proper relationship between persons who are accountable for the system's areas, which is under construction. In the end, the QA manager is basically responsible for the endusers' reactions to the latest system.

The QA Lead, similarly to the Team Lead, is a person who is held accountable for proper relations among the members of the QA team.

Moreover, the QA lead is responsible for mitigating conflicts within the team, praising good work, and motivating team members to further self-develop.

QA Engineer

The QA Engineer is the person responsible for the preparation of tools that allow automating processes which verify the software quality. This software testing enables the possibility to check whether regression errors will occur. In other words, creating such tools helps with the check whether the work on new features caused errors in already existing and functioning system areas. Therefore, it's a huge benefit because it lowers staff costs and it shortens the stability verification time.

Manual Tester

Manual testers fulfill another irreplaceable role in the QA team. Testers are responsible mainly for conducting manual tests, which is system verification, by using it analogically, as opposed to how end-users will operate it. Apart from creating a standard approach to using particular features, a manual tester must recommend alternative paths, exceptions and boundary conditions, which will help eliminate or resolve as many already existing errors as possible.

UI Designer

The main job responsibility of a UI designer is to prepare and design the user interface.
This role encompasses responsibilities such as transferring content and graphics connected with a client or product to a system presentation layer. The UI designer, along with the client, can prepare a template of the application's user interface, thanks to the existing prototyping tools. Afterwards, the UI designer can collaborate closely with a UX designer and a front-end developer and will work on providing an appropriate solution to continue alongside the requirements and the expectations.

UX Designer

Contrary to the UI designer, a UX designer's role is represented as a less 'digital' approach to a user interface. The UX designer is the one who ensures that the end-users get the best experience when using certain applications. After all, UX stands for User eXperience.
Such person-based work not only consists of analyzing user behavior. It also takes into consideration what the competition is doing and continuously changing humancomputer interaction methods.

> *Our team at Cosmic has been steadily rising from 1 programmer/developer in the beginning to a current team of 8 spread out across many roles and duties. My name is David Kosmayer CEO at Bookmark Your Life Inc. I intend to continue to hire more individuals through the Cosmic Development company as the professionalism and quality has been of high standards that I strive to obtain. The level of customer service has been outstanding I feel confident in my decisions to continue to supply work.*
>
> **David Kosmayer**
> CEO of Bookmark.com