

Nearshore or In-House CALL CENTER EXPANSION

Cost

Nearshore call center solutions offer significant cost-saving opportunities compared to an in-house expansion.



The cost of an **in-house** team is more expensive as you need to pay competitive salaries, benefits, bonuses, etc.

Management Control

A **nearshore** advantage compared to offshore is that you can have faster communication and control due to the proximity.



Nothing can compare to having your **in-house** personnel who respond directly to your lead and instructions.

Recruitment Capability

Nearshore companies have the expertise and selection teams dedicated to attracting and hiring specific candidates.



When hiring an **in-house** call center agent team, even though you have more control, it is also costly and time-consuming.

Confidentiality & Information Security

With **nearshore**, you must be able to trust the company; check if the company has security certifications and is compliant



In-house, you can implement as much control and security measures as you need to protect your customers information.

Expertise

A **nearshore** outsourcing company can offer you an experienced workforce that can improve your overall performance.



Nobody understands your company better than you do, including the specifics of your processes and the knowledge gathered through your years of experience.

At **Call Center Services International**, our core business is to help you establish a high-performance yet cost-effective nearshore Contact Center in Mexico. Contact us to see if this is the right solution for your business (877) 399-3419.

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