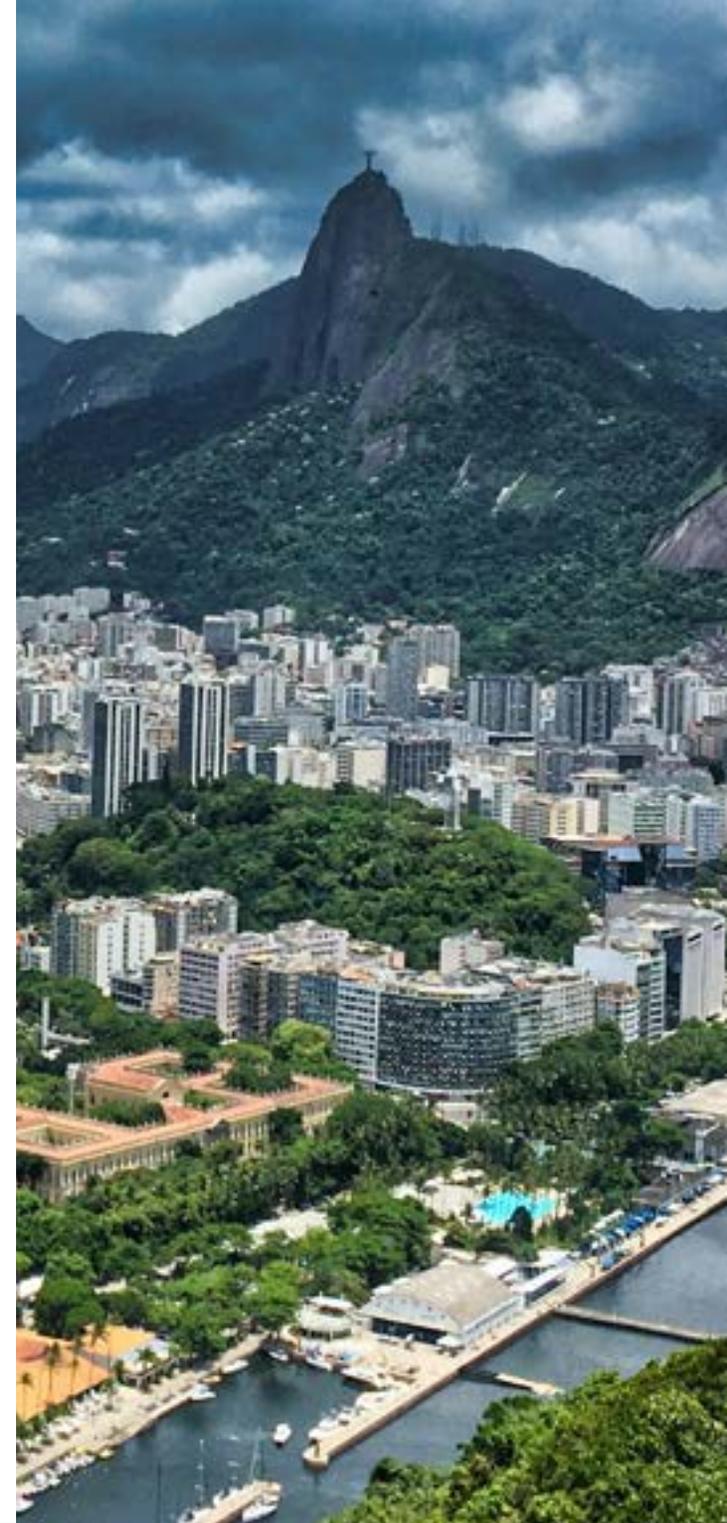




**Working with the right
employees and driving
future growth with SERVIAP**

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Introduction

Connecting with the right employees is one of the most effective ways for companies to drive growth. Many have realized that outsourcing talent to countries in Latin America with lower wages helps them attract (and keep) the talent they need without overextending their resources to remain staffed by qualified employees.

Many firms believe outsourcing is out of the question — they just don't have the professional know-how for that.

We offer several years of professional employer organization (PEO) experience, complete with a robust regional network and deep local cultural awareness, to help companies big and small outsource to Latin America and hire the talent they need to fuel their success.



What does SERVIAP do?

If your company is ready to expand into the Latin American market — either to sell your product/service offerings or to hire local talent — SERVIAP can help you.

SERVIAP is a PEO company based in Mexico. With over 11 years of experience helping our customers expand into new markets in Latin America; we know how to guide our customers in overcoming their challenges.



With our cultural and logistical expertise, we give organizations the tools, information, and support they need to make impactful decisions, all while staying compliant with local laws.





The team at SERVIAP has a sprawling network across Latin America as well as deep local and cultural expertise to make the implementation smooth and easy. That helps firms overcome many of the obstacles that come with pivoting to the Latin American market.

Managing local and cultural differences

There are a number of cultural differences that can make doing business in Latin America difficult for companies with little to no experience in the region. Some of the most common include:

- Business in Latin America is often conducted over handshake deals, which can be jarring for many Americans used to more formal processes.
- Many people also choose to conduct business through direct contacts with those in their professional circles, a problem for firms that lack these established networks.
- Deadlines and work commitments are more fluid than in the U.S., Europe, or Asia. We can advise you on how to set clear expectations and make sure they are met.

Compounding these issues, many vendors only speak Spanish. This severely narrows companies' access to vendors, limiting them to just the ones who speak English (which also tend to be more expensive and lack a regional focus).

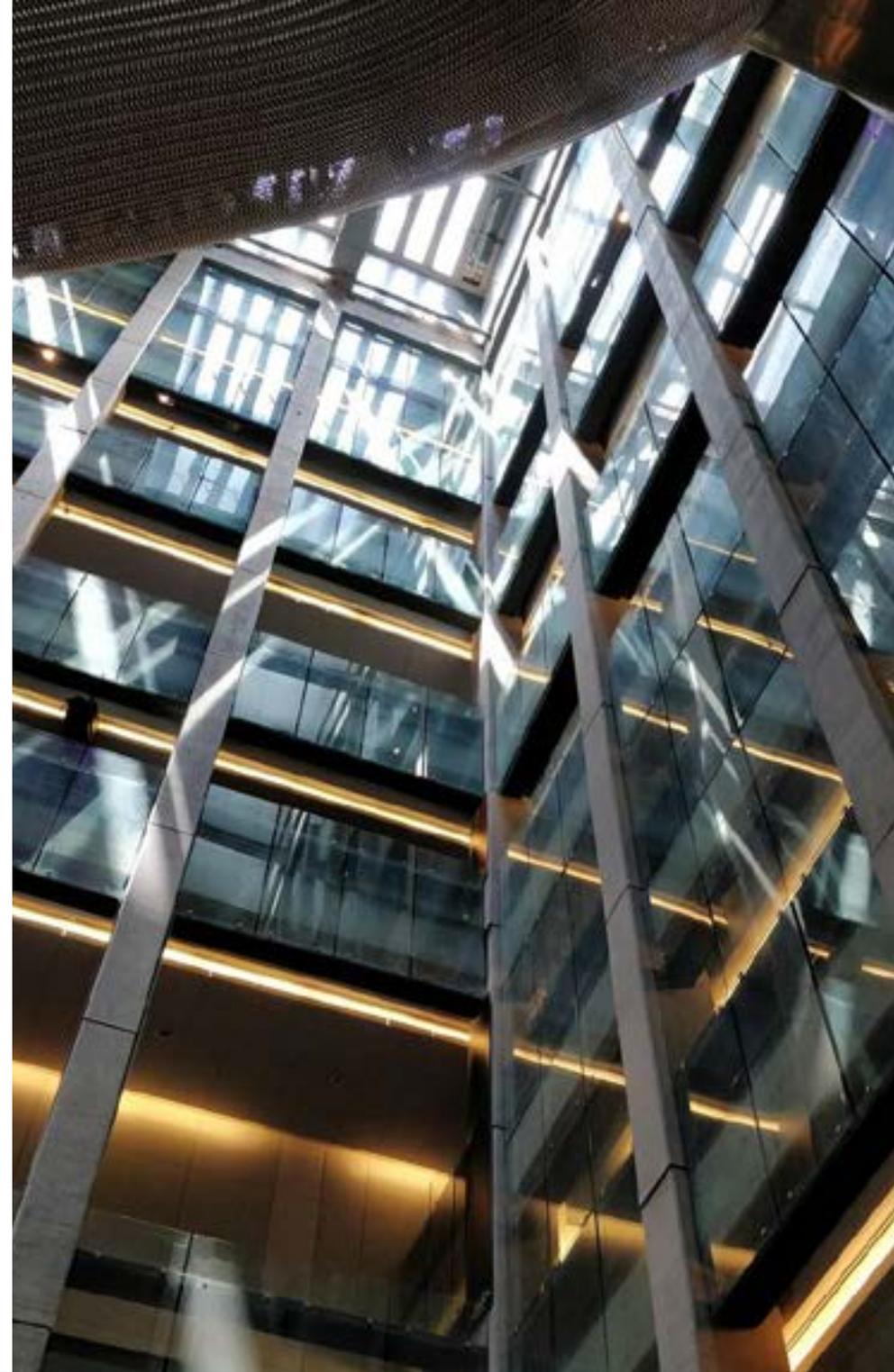


Access to local, high-quality insurance brokers and firms

Without SERVIAP, companies are left to fend for themselves when they want to build relationships with insurance brokers and firms in Latin America. That's a lot more challenging than it sounds. It's extremely difficult to establish new connections in the region, especially when no prior contact already exists and one doesn't speak the local language.

To help our clients, SERVIAP:

- Leverages our robust network of insurance brokers and firms to connect customers to the vendors that are right for them.
- Gives customers confidence that they're working with trustworthy partners and reputable vendors due to our long-standing relationships with our partner firms.
- Negotiates directly with vendors on our clients' behalf, ensuring that they're getting a fair price for the policy that suits them.





Getting started: Onboarding

Here's a look at the four-step process we use to onboard new employees for our customers:



Offer letter: Our dedicated account executives work with the customer to outline the job offer and eventually make a formal offer to prospective employees.



Labor contract: Once the job offer has been approved, SERVIAP's HR team will customize the labor agreement and other onboarding documents with all personal information from the new employee(s).



Registration: Our HR team registers the new employees in the payroll system and with local tax authorities. If needed, we will also register the employee for any private benefits/additional services.



Intro, delivery, and training: The customer team members are fully introduced to the wider SERVIAP team, and both the customer and employee are informed of the reimbursement process.

The process should take around one working week.

The ongoing process

Throughout their entire relationship with SERVIAP, customers work with a dedicated account executive who tailors the right administrative solutions to the needs of their business. Customers can rest assured they're getting optimal customer success and support for the duration of their contract.

Personalization is at the core of what SERVIAP does for our customers. That means curating all information so it's accessible and relevant, customizing the entire recruiting and hiring process, and finding local sources for anything that customers will need.

It's especially important for us to personalize our services for companies with ambiguous needs.



For example, SERVIAP can identify useful parts of different insurance plans and pull those together to create the exact policy an organization is looking for.





Terminating employees

Termination can cause a number of problems for firms operating in Latin America. In the event that a company has to terminate one (or several) employees, SERVIAP helps to manage any issues that could arise.

SERVIAP advises clients to do the following:

- Creating a system of distinct, quantifiable performance metrics to track an employee's contributions over time.
- Using a long trial period to give the customer a greater amount of time to make a decision on an employee while minimizing the financial impact.

All of this helps lower the potential for lawsuits from terminated employees, which can be especially challenging when those lawsuits cross international lines. SERVIAP is not a consulting firm, but we will advise you on whether any policies that you have comply with local laws.



Partnering with SERVIAP

When firms outsource some of their workforces to the Latin American market, they often find that any one of the countries there has a host of different challenges and issues that might appear too daunting to overcome. SERVIAP is able to handle all the different problems that could arise throughout Latin America, giving customers a trusted one-stop shop for everything they need when they connect with new hires in the region.

At the end of the day, SERVIAP helps empower customers to make key business decisions and act on them to achieve their short- and long-term goals, all while managing any associated risks.

Ready to get started?

Contact one of our representatives today.

