

# Overcoming Talent Scarcity

## A Hospitality Company's Strategic Move to Offshore Accounting & Finance Roles

A Hospitality Company struggled to find qualified US accounting and finance staff and turned to offshoring as a solution. This case study highlights the positive impact of the strategic offshoring partnership between this company and iSupport Worldwide, providing sustainable growth solutions amidst talent acquisition and operational challenges.

### BUSINESS CHALLENGE

The Hospitality Company faced difficulties finding quality candidates for accounting and finance roles in the US due to a competitive market and a decreasing trend in accounting graduates.

### BUSINESS SOLUTION

The Hospitality Company chose iSupport Worldwide as their offshore partner due to a referral from another company, where the CEO emphasized its reliability in addressing similar challenges. This recommendation proved invaluable as iSupport provided the following solutions:



#### Efficient Hiring Process

iSupport's hiring process is swift and efficient, with immediate assistance and no delays, ensuring speedy candidate selection.



#### Extremely Qualified Talent

The onboarded candidates exhibited exceptional qualifications and skills, seamlessly integrating into their roles and embodying the desired profile the Hospitality Company needed.



#### Highly Professional Service

iSupport operates with meticulous processes and procedures for efficiency while extending exceptional personalized care and attention to individual clients.

### RESULTS

The collaboration with iSupport Worldwide played a crucial role in addressing the Hospitality Company's business challenges and established the partnership as a sustainable option for its growth.



#### Superior Staff & Exceptional Support

The accountants provided by iSupport offer a remarkable quality that surpasses what the Hospitality Company can find in the United States. Additionally, iSupport Worldwide provides excellent support to the company and its offshore team, showing dedication to their well-being and growth, embodying the partnership's core values.



#### F&A Department Improvement

The finance and accounting department grew, with most offshore team members having 5 years of excellent experience. The offshore team is very much part of the organization, attending team and corporate meetings.



#### Cost-Effectiveness as an Added Bonus

The Hospitality Company leveraged iSupport's competitive pricing, resulting in cost savings of 30% to 50%. This allowed for significant team expansion without overburdening existing staff, demonstrating the cost-effectiveness of building a robust and sustainable workforce.

### REASONS TO RECOMMEND

The Hospitality Company highly recommends iSupport Worldwide for its exceptional dedication, expertise, and attention to excellence. They have built an offshore team with well-organized processes and personalized attention, ensuring efficiency and excellent client care. Their commitment to team members' well-being and growth makes them a valuable partner for organizations seeking top-notch support services.

