

# Accelerance Provides Ideal LatAm Outsourcing for Critical Software Development

**Point of Contact:** James Maas

**Industry:** Ecommerce

**Technologies:** Cloud Services, Software Development Services, IT Outsourcing Services, Mobile App Development

## CLIENT OVERVIEW

Xenial, a Global Payments company, is a complete restaurant and retail management cloud platform, making customer interaction to back office as easy-to-use as your smartphone. The powerful Xenial cloud services take care of everything else while the user enjoys inexpensive devices, no IT servers, and pays one low monthly fixed fee for everything, regardless of the number of devices in your stores. With tremendous uptake by large retail chains in the US, Xenial had to deliver software services with promised new features in a timely manner.

## CHALLENGE:

Xenial has been working on a major development effort with an internal team and a single outsourcing partner in Ukraine. The offshore

team was over a hundred people, and unable to recruit fast enough to meet the demands for increased productivity. On top of this, Xenial struggled to coordinate development with large teams in the US and Ukraine. Xenial needed a Certified Partner to improve quality assurance processes, provide additional software development for their Cloud services, assist in QA/BI and scale to meet client demand. Xenial also realized that adding a Certified Partner in a third location would add to the complexity of their entire development process.

## RESULTS:

Accelerance initially deployed three full time delivery consultants onsite to impart technical leadership and relationship oversight of local development and both outsourcing partners. Accelerance partnered Xenial with a Colombian Certified Partner to add 100-200 additional developers and QA engineers. Accelerance collaborated with Xenial, their Certified partner and the existing Ukrainian team in addressing a huge backlog and the roadmap for development.

## PARTNER INFORMATION:

**Company Founded:** 1985

**Accelerance Partner Since:** 2010

**Location:** Colombia

**Core Competencies:** Software Development Services, IT Outsourcing Services, Mobile Application Development Services (iOS/Android/Windows Phone), Staff Augmentation Services, Software turn-key projects, Nearshore software dev, ERP solutions (Latin America only)

**Programming Methodology:** Scrum

**Client Industries:** Ecommerce

**Time Zone:** UTC -5 (EST)

**Time Zone Difference with Xenial:** 0 hours

**English Proficiency:** Extremely Westernized business practices and cultural norms

