



Better Together

Your Guide To A Collaborative Approach

2025



The Collaboration Process

What to expect?



Discovery

In-depth understanding of your product and goals.

The CEO of your chosen provider should be actively involved in the discovery phase.

Project Execution

Full transparency of time worked and detailed reports.

Constant communication to keep you informed.

Team Assembly

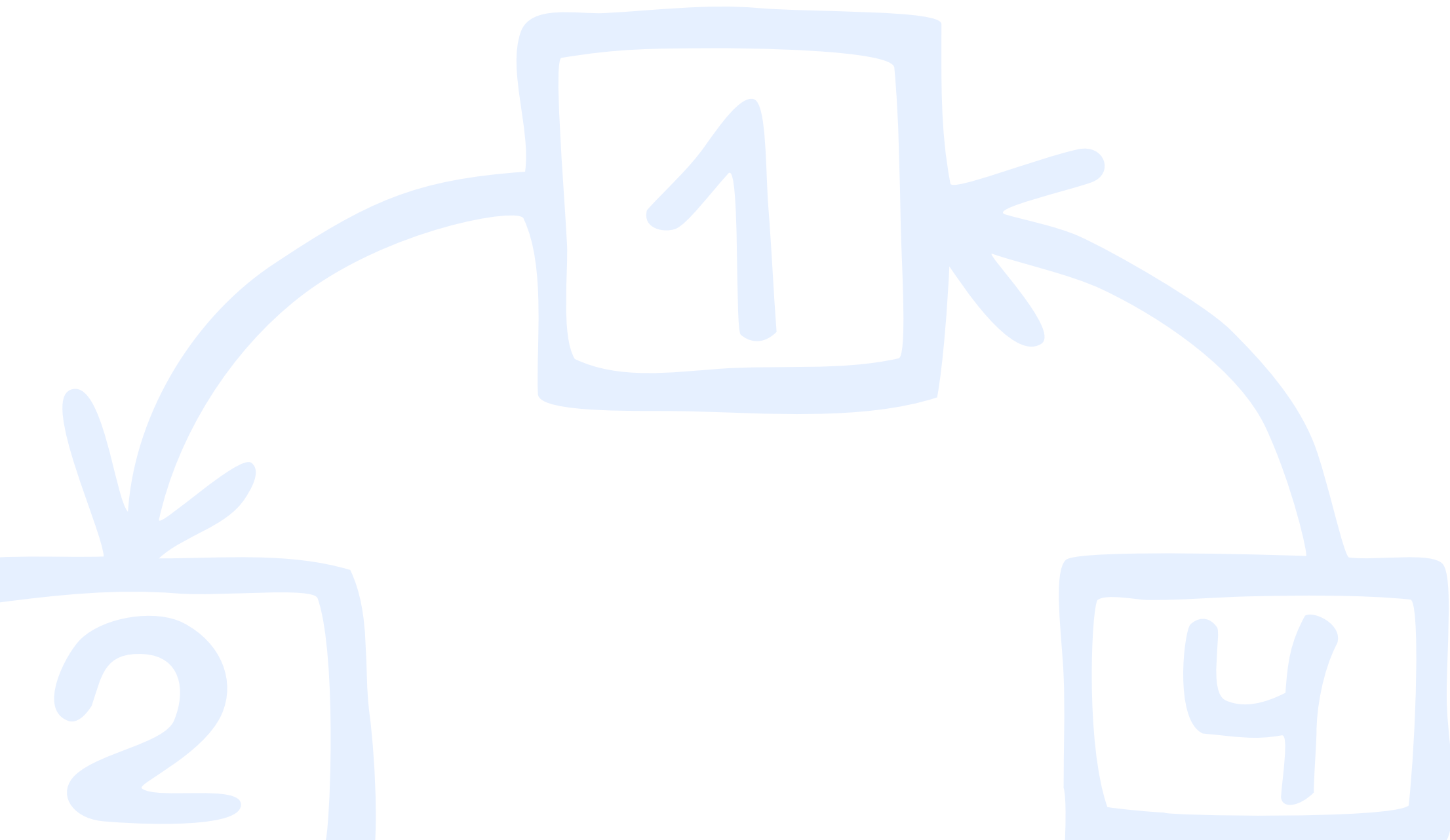
Top talent, handpicked and rigorously tested.

Agile onboarding and comprehensive training and support for optimal performance.

Ongoing Support

Robust support for managing team members and their equipment.

There is a dedicated support team available to address any issues or questions that may arise.





* Exploring Your Needs



When outsourcing, you must start by getting a good grasp of the following:

Your business goals

Preferred methodology and tools

Product requiring support

Other specific outsourcing equipments

Finding the **Best** **People** for You



SOURCING



A reliable outsourcing partner will have a **robust process** for finding **qualified candidates**, including referrals, online job boards, and targeted outreach.

EVALUATION

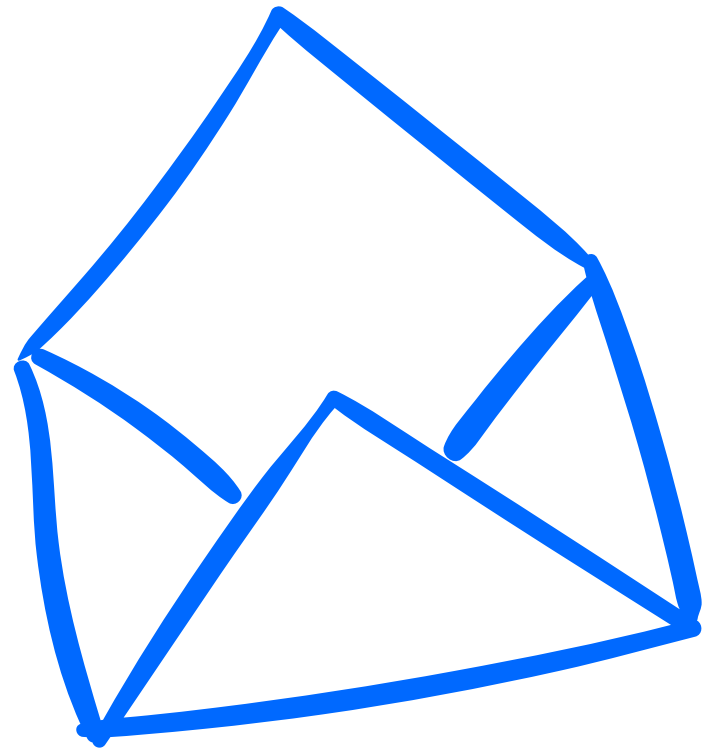


Make sure they have a solid evaluation process in place. This includes **technical assessments** to evaluate proficiency in relevant programming languages and frameworks, plus **portfolio reviews** and **interviews** to gauge creativity, problem-solving, and practical experience.

ONBOARDING



A good outsourcing partner will also have a **smooth onboarding process**. Consider partners that offer **training, mentorship**, and a **dedicated project manager** to help new team members get started.



Communication

Executing Your Project with Precision

+ Regular Updates

Make sure your outsourcing partner provides regular updates, such as **daily stand-ups** or **weekly/bi-weekly sprint reviews**, to keep you informed on progress.

+ Detailed Reporting

Ask about their reporting process. Will they provide regular updates on completed tasks, and **how comprehensive will those reports be?**

+ Customer Success

Regular check-ins must also be part of the process, ensuring any concerns are addressed promptly and everything is on track.

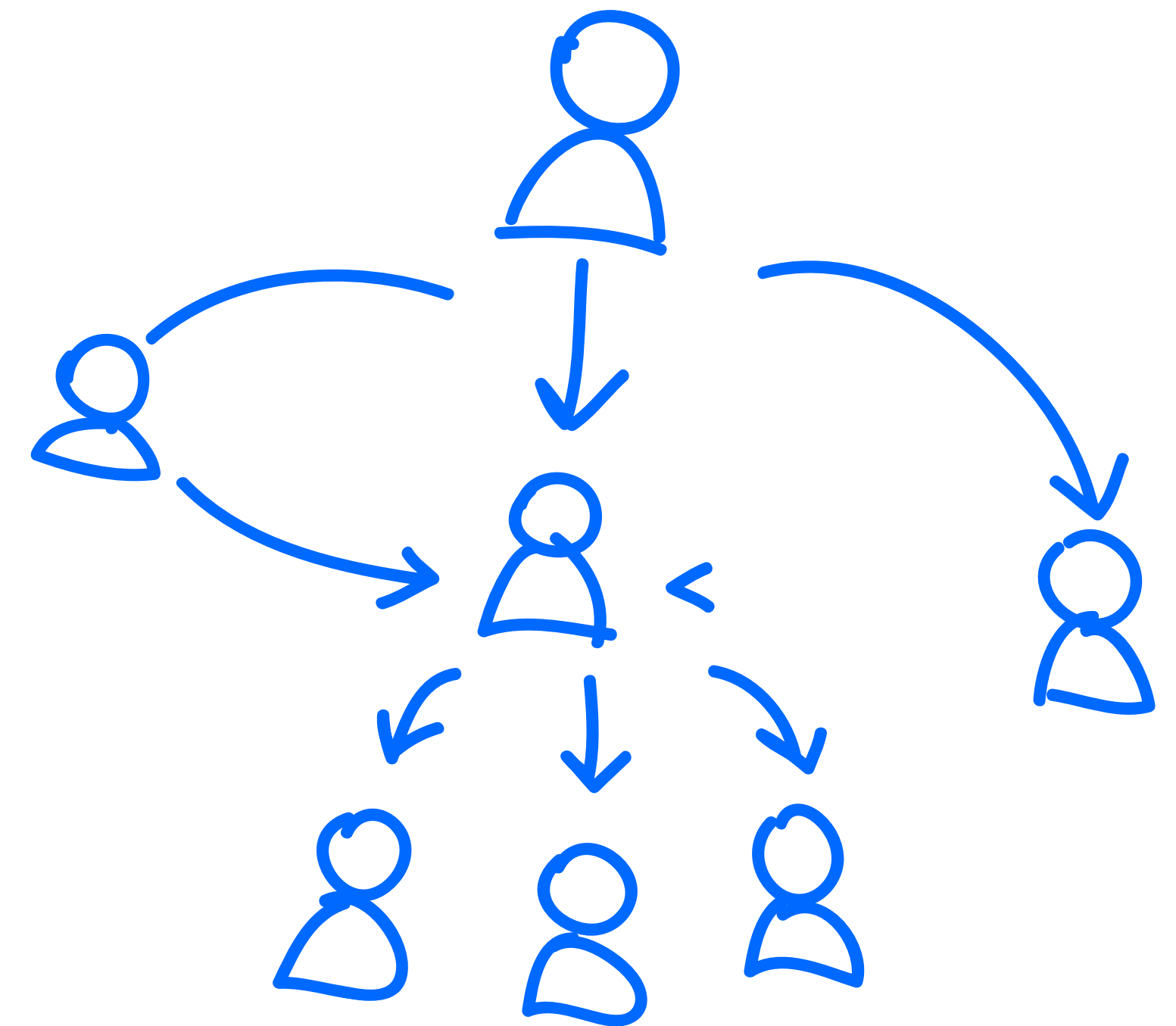
+ Tools

Ensure they use platforms that facilitate **easy and transparent communication**, like Discord, Slack, or Teams.



Project Management

Executing Your Project with Precision



Scrum Methodology

Look for a partner that utilizes agile practices like Scrum, which allows for adaptability and flexibility as project needs evolve.

Kanban Boards

Check if they use tools like Jira or Trello with Kanban boards to organize tasks and track progress efficiently.

Performance Check-ins

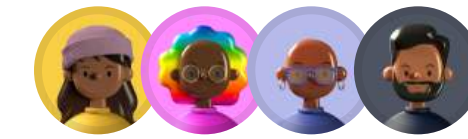
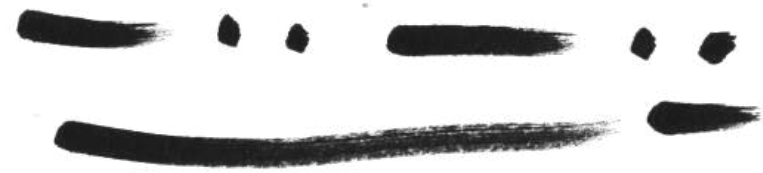
Ask about their quality assurance practices, such as regular performance checks and testing.

Contingency Plan

A reliable partner will have contingency strategies to handle unexpected challenges, with the ability to scale the team as needed.



Supporting
You Every
**Step of the
Way**



 **Team Starshot**

last seen 1 minute ago



Javi CEO

Hey guys, just a quick reminder—when outsourcing, make sure your provider has these qualities:

11:35 AM

Dedicated Support Staff

Quick and reliable help should always be available when you need it.

11:36 AM

Clear Escalation Process

Especially for urgent issues, there should be a clear escalation process so you're not stuck waiting.

11:36 AM

Committed to Effective Communication

At least a few hours of overlap for meetings helps facilitate collaboration across time zones.

11:37 AM

Working Towards Industry Certifications

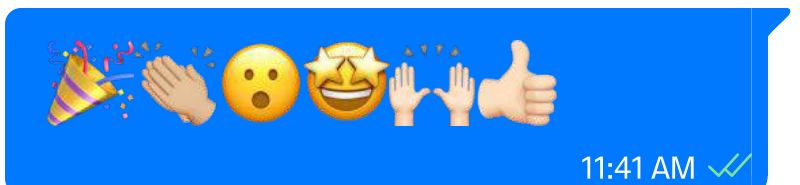
If not certified, they should at least be working towards certifications like ENS and ISO to enhance service quality.

11:38 AM

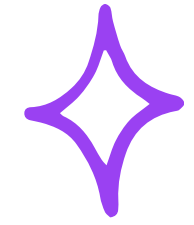
Values Employee Satisfaction and Well-being

Happy teams do better work. If they treat their team well, it'll show in the work they deliver.

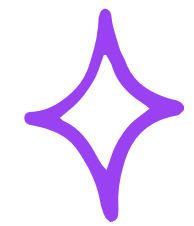
11:40 AM



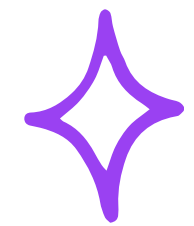
11:41 AM ✓



In-depth product understanding



Access top talent without the overhead costs



Delivering exceptional quality, every project, every time



We implement a gamified points system to ensure the team performs at its best



We have a proven track record with expertise across industries

Experience the
difference of
working with us



Addressing Common Concerns



Trial Period

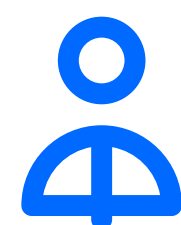
Enjoy a **15-day trial** to experience our services firsthand before making a long-term commitment.



Performance Guarantee

If an employee isn't doing well, we address the issue **through guidance and support.**

If the situation cannot be resolved, we will replace the employee **to ensure your satisfaction.**



Employee Retention

We foster a **welcoming and supportive atmosphere** that contributes to our high employee retention rate.



Dedicated HR Support

Our HR Director is **hands-on** in resolving any issues.

Case Studies





Full Independent Team

For clients like ACEP and CYC, we provided a completely independent team including a dedicated Project Manager.



Comprehensive Delivery

With a full team in place, we manage every aspect of the project—from planning to execution—freeing clients to focus on their core business.

Expert Oversight

The project manager ensures every task is aligned with the client's goals.

Clear Communication

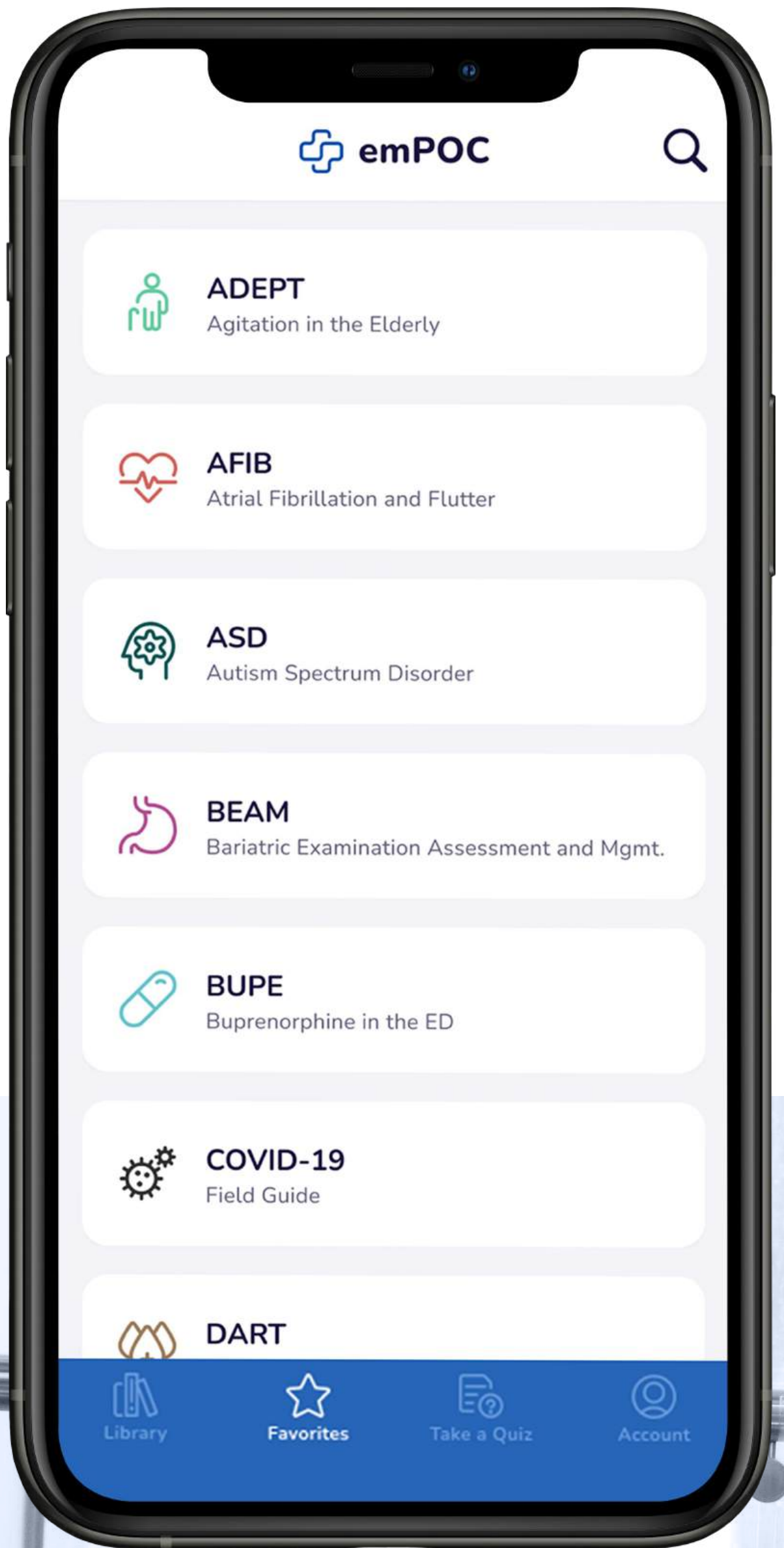
We keep clients in the loop with regular updates, so they always know what's happening.



ACEP

As a leading organization for emergency medicine professionals in the U.S., ACEP needed an app for **seamless sign-ins on both Android and iOS**—one that was adaptable and could grow alongside the field.

Our full team managed the project, **led by a project manager** who kept ACEP informed without needing to oversee the details. This collaboration resulted in **strong user adoption** and positive feedback, **streamlining essential processes** and improving communication channels.

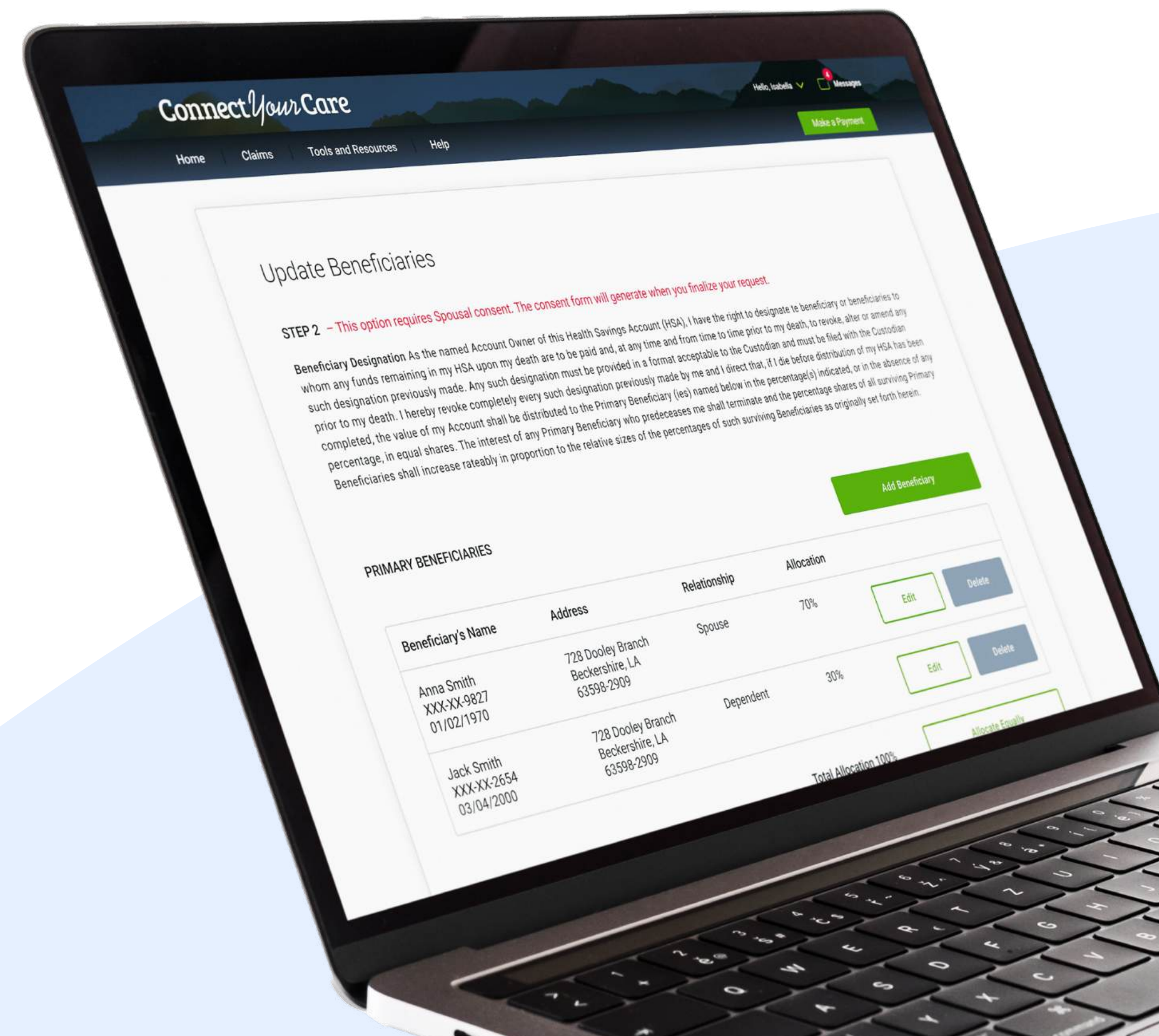


ConnectYourCare

Connect Your Care (CYC), a top U.S. healthcare savings provider, wanted a **faster, more user-friendly app** with improved accessibility.

With our **fully independent team** on board, we introduced crucial features like **508 accessibility compliance** and **OCR** for easy document handling.

The new app sped up payment processing, simplified account updates, and reduced paperwork—enabling CYC to better engage clients like Microsoft and Citibank.



We Provide the Best People, **You Manage It**

For partners like Narus Health, Servpro, Orizon, and Chessino, we supplied exceptional talent, allowing them to take charge of the team with their project managers.

✓ **Client Control**

Clients can direct their projects with skilled resources at their disposal.

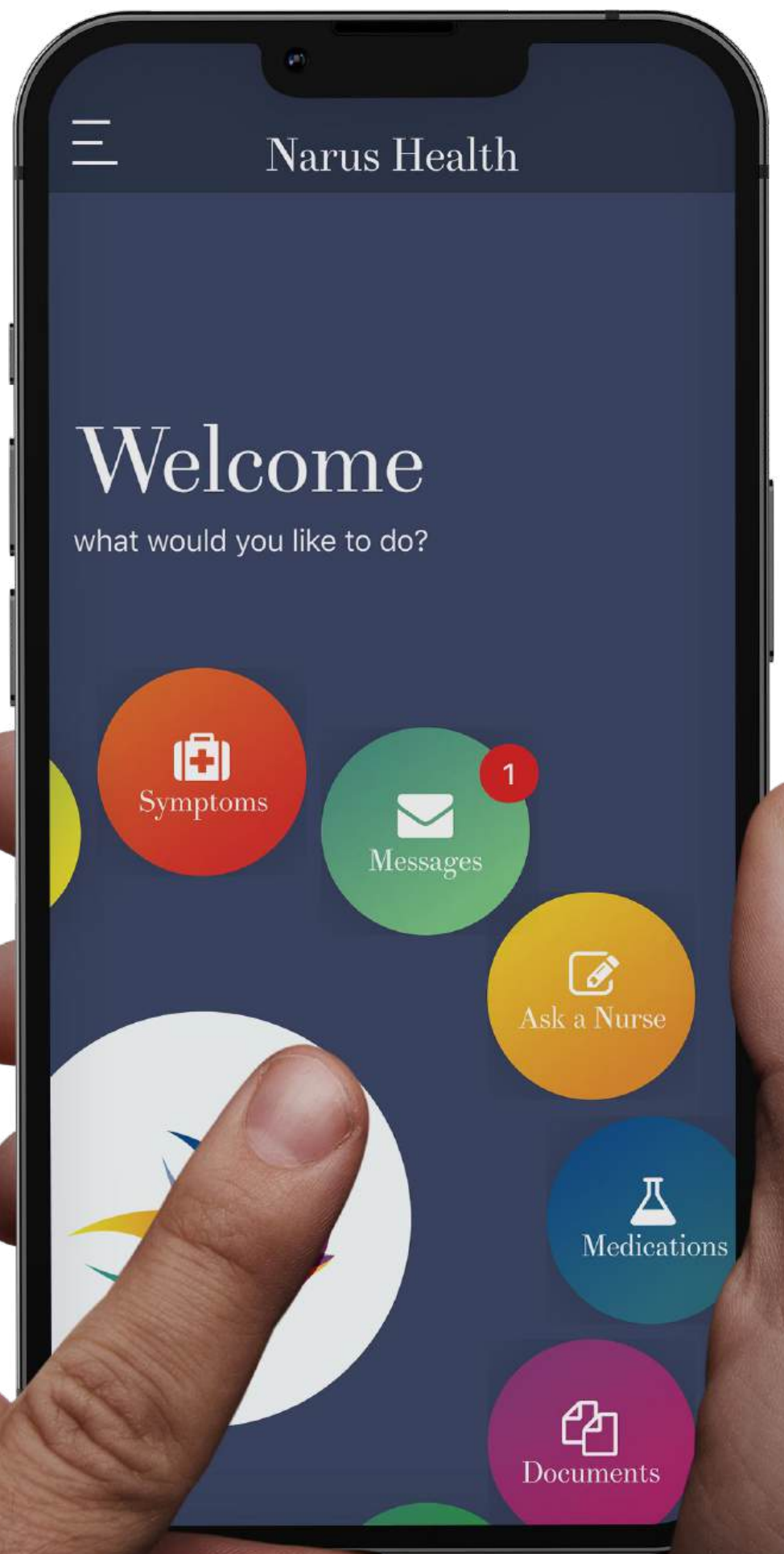
✓ **Flexibility**

Clients could easily adjust team size and focus as needs changed without any hassle.

✓ **Access to Talent**

They get the best people for the job without the hassle of recruitment.





Narus Health

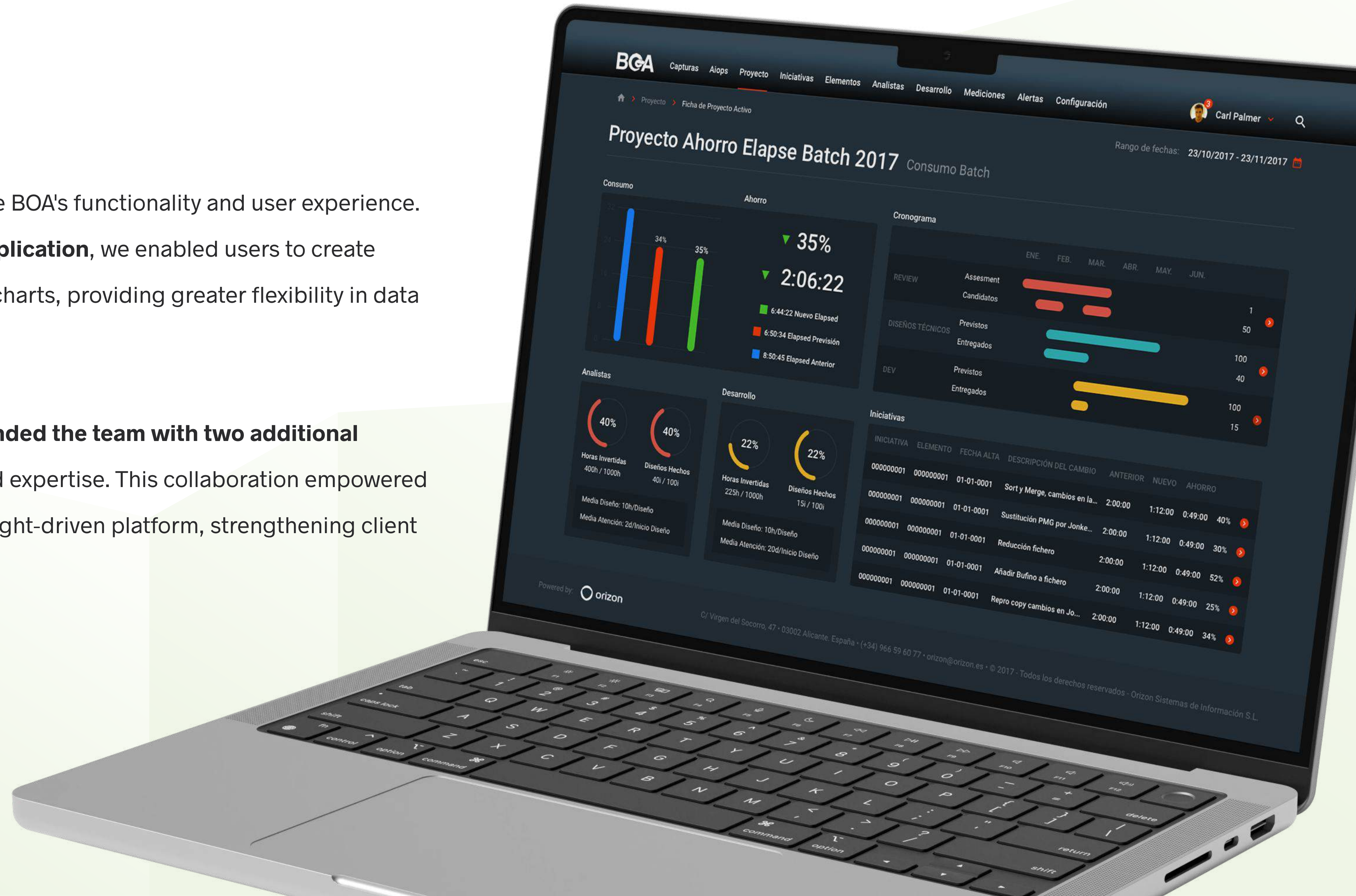
Narus Health, a company committed to providing specialized care services to patients across the United States, needed an app that was secure, user-friendly, and accessible, including those with vision-related needs.

We built a skilled team and held **daily stand-up meetings** with Narus's product manager **to ensure they had full oversight** and were **actively involved in development decisions**. This collaboration expanded the app's reach, boosted Narus's profile, and **led to a partnership with Lucent Health**, greatly increasing its impact on patient care.

Orizon

Orizon needed a skilled team to enhance BOA's functionality and user experience. Starting with a **custom-built BI Web Application**, we enabled users to create customizable widgets with reports and charts, providing greater flexibility in data analysis.

To further support their goals, **we expanded the team with two additional experts**, increasing project capacity and expertise. This collaboration empowered Orizon to deliver a highly adaptable, insight-driven platform, strengthening client relationships and adding real value.

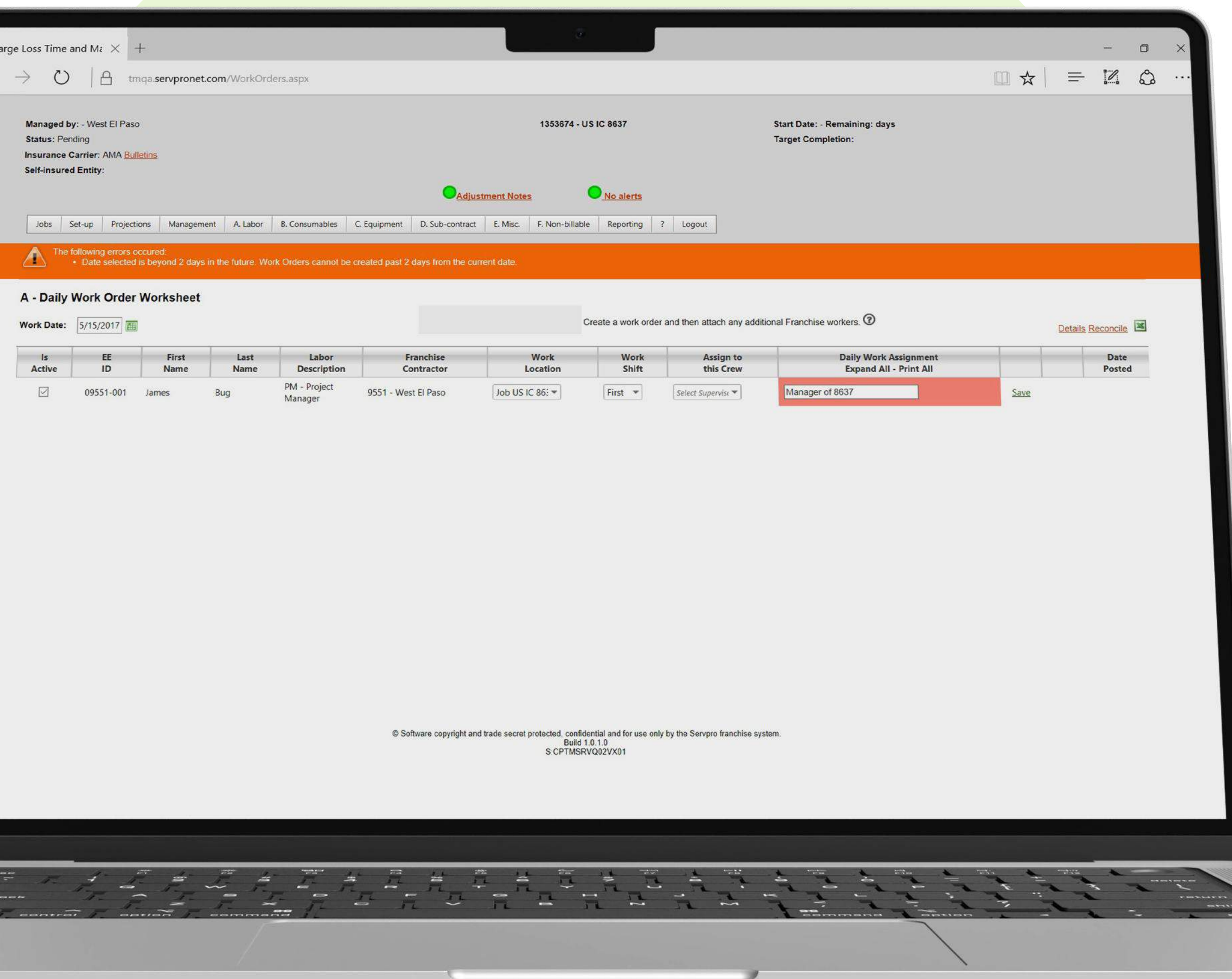


ServPro

ServPro wanted to enhance their app experience for both employees and customers, so they reached out for **extra support**.

We partnered with them by bringing in one developer and two QA engineers **dedicated to improving app quality**. Our QA experts conducted a detailed analysis across departments, identifying and resolving issues to **refine the user experience**.

The result was a smoother, more intuitive app experience that led to higher customer satisfaction rates and improved brand perception.





Chessino

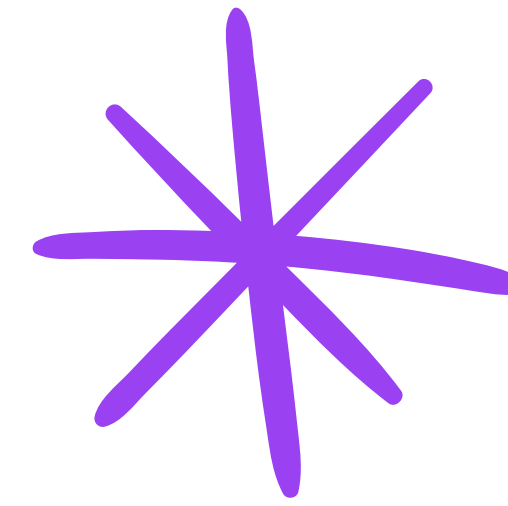
Chessino recognized the need to continually improve their game to stand out in a crowded market and to meet player expectations while attracting new users.

To help them achieve this, **we provided ongoing support and optimization for their existing game**, focusing on enhancing the club and replay features and introducing new game modes.

Our collaboration helped Chessino attract new investors, equipping them with the resources needed for continuous improvement and strengthening their position in the competitive gaming landscape.



Full Team Working Together With Your Team



With Onebright, we formed a partnership where both, our team and theirs, worked closely together, each with their project managers.

Team Synergy

Working side by side combines our insights and expertise to drive better results.

Shared Responsibility

With both teams actively engaged, there's a collective responsibility for project success, leading to higher-quality outcomes.

Agility

The close partnership allows for quick adjustments based on feedback and changing circumstances, keeping the project on track.

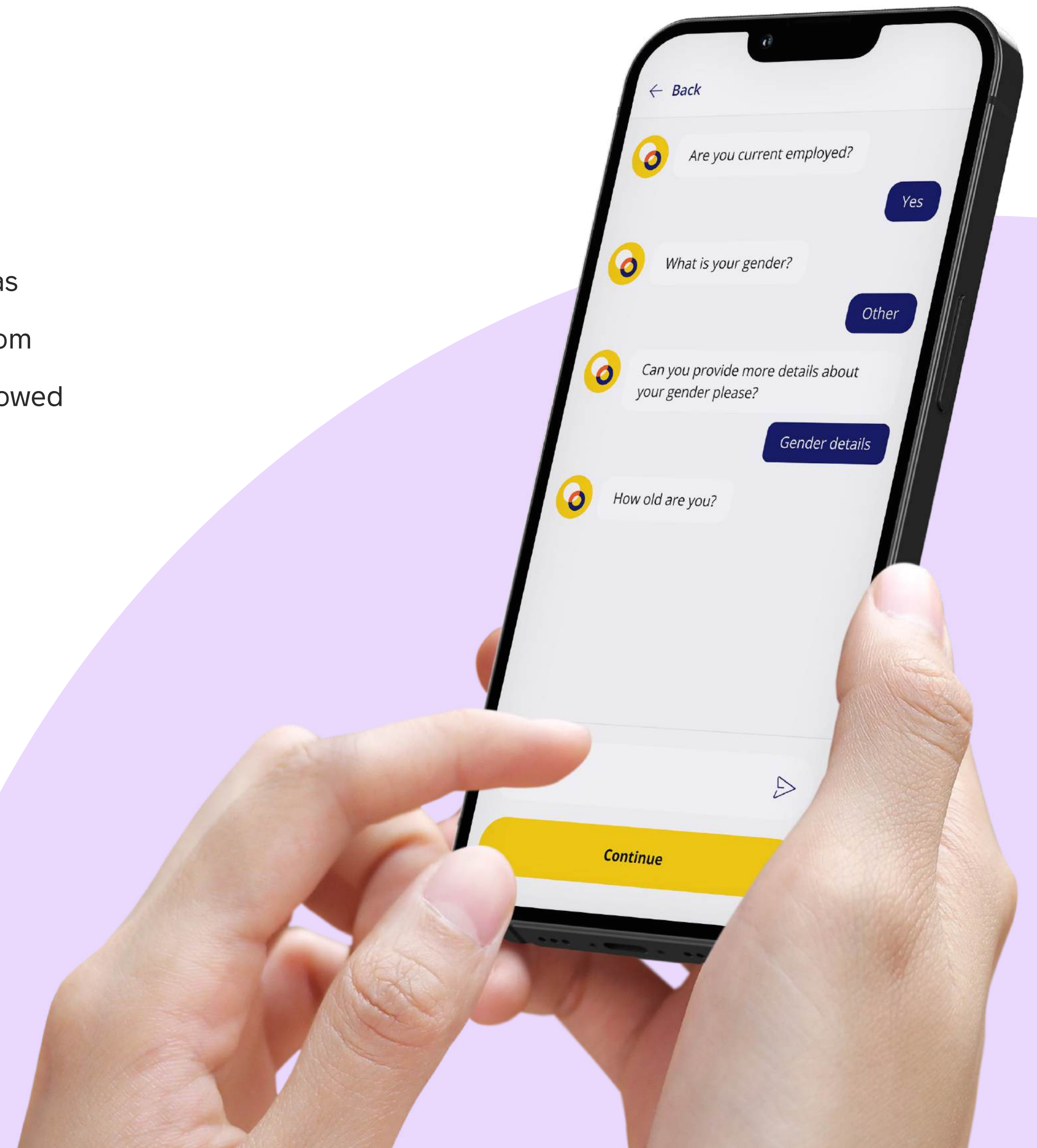


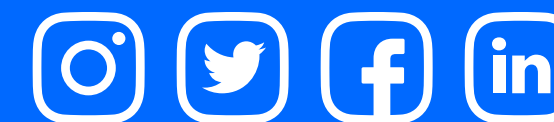
OneBright

Onebright, dedicated to connecting patients with quality mental health therapists, was looking for a collaborative partner to enhance its platform. With a project manager from Onebright and a team manager from our side, we built a **smooth partnership** that allowed us to dive deep into their platform and uncover areas for improvement.

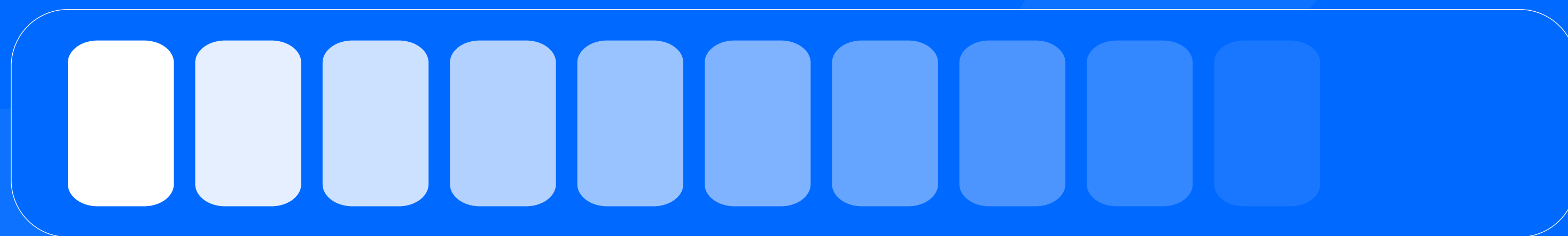
Over three years, we helped turn their platform into a **more efficient, user-friendly system**, increasing usage and helping achieve their mission of connecting patients with quality mental health resources.

We're proud that **our partnership continues to thrive** as we work together to enhance and refine their systems, supporting their ongoing success in this crucial area.





@starshotsoftware



85%

Your Success is One Step Away

Let's make it happen!

