



# Choosing the Right Staff Augmentation Partner for Your Growth

A Comprehensive Guide



Supportful

# What is Staff Augmentation?

Tech companies need to scale quickly to stay competitive. This guide will help you understand the benefits of staff augmentation and will provide key criteria to consider when selecting the right partner.

## Staff Augmentation

Staff augmentation is a strategy where you add skilled professionals to your existing team on a temporary basis. This approach helps you fill talent gaps quickly and adapt to changing project needs.

1

### Scalability

Quickly increase or decrease team size based on project needs without long-term commitments.

2

### Access to Specialized Skills

Bring in experts with niche skills that are not available in-house.

3

### Cost Efficiency

Save on hiring and onboarding costs while maintaining project timelines.

4

### Flexibility

Adapt to changing project requirements and market conditions seamlessly.

5

### Reduced Risk

Minimize the risks associated with hiring full-time employees, such as turnover and bloated payrolls.

# Evaluation Table

Fill out this table when shopping around to keep track of each company's strengths and weaknesses. A detailed explanation of every criterion is provided in the next page.

		Company 2	Company 3	Company 4
	<b>Supportful</b>			
Talent Quality and Skills	High-Quality Candidates	Yes		
	Engineers Fluent in English	Yes		
	Continuous Training	Yes		
Company Reputation and Reliability	Clutch Reviews	Yes		
	Clutch Rating	4.8		
	Case Studies	Yes		
	eNPS	56		
Process and Delivery Efficiency	Turnaround Time	3 days		
	Live Interviews	Yes		
	Documentation Process	Yes		
	Dedicated Account Manager	Yes		
Cost and Commitment Terms	Cost Savings	55%		
	Minimum-term Commitment	1 month		
Compliance and Governance	IT Governance & Data Privacy	Yes		
	Corporate Governance	Yes		
Social Responsibility	Social Impact	Yes		



# Evaluation Criteria

The criteria included in the previous table cover candidates, the company's track record, their processes, and the value you will be getting from working with them.

## Talent Quality and Skills

- **High-Quality Candidates:** the level of their technical skills.
- **Engineers Fluent in English:** the candidates' proficiency in English.
- **Continuous Training:** the upskilling program provided by the company to their team members.

### Why they matter

The quality of the engineers working with you, their attitude, and their communication skills are of utmost importance.

## Company Reputation and Reliability

- **Clutch Reviews:** the presence of good reviews.
- **Clutch Rating:** their overall rating on Clutch. Recommended value: 4.7+.
- **Case Studies:** the presence of case studies relevant to your company (size, industry, geography, etc.).
- **eNPS:** the employee Net Promoter Score. eNPS in the 10-30 range is generally considered good. A score above 50 is excellent.

### Why they matter

You want to work with an agency that has a great reputation with both customers and employees.

## Process and Delivery Efficiency

- **Turnaround Time:** the number of working days required to send the first relevant and qualified candidate. Time starts from the day the requirements are received.
- **Live Interviews:** if the agency allows video interviews with their engineers.
- **Documentation Process:** if the agency trains their engineers on documentation for easier knowledge transfer.
- **Dedicated Account Manager:** the presence of a focal point handling your account within the agency.

### Why they matter

Trust-based relationships start from the first contact and continue up to the offboarding.

## Cost and Commitment Terms

- **Cost Savings:** the percentage of savings compared to direct hiring. Recommended value: 50%+.
- **Minimum-Term Commitment:** the minimum duration of any contract.

### **Why they matter**

While you want to get things done, you don't want to break your bank.

## Compliance and Governance

- **IT Governance & Data Privacy Policies:** the presence of a policy framework protecting your data.
- **Corporate Governance:** the presence of internal policies and procedures.

### **Why they matter**

Making sure that your partner has sound governance and that your data is safe.

## Social Responsibility

- **Social Impact:** the non-financial objectives of the agency.

### **Why it matters**

Make it a win-win-win situation by making a positive impact in the world.

## Not ready yet?

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