

# The Poly global remote teams service guide

A practical look at how we help companies build and support high-performing global teams without the complexity of running international operations.

# Table of contents

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How Poly's global remote talent service works	02
The core model	03
The hiring process	05
Where we operate	08
Pricing and engagement structure	11
What makes this model different	12
Who this works for	13
Frequently asked questions	15

# How Poly's global remote talent service works

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What this is: This guide explains how Poly Tech Talent's global remote staffing model works from initial discovery through ongoing team support. It's designed for founders, CTOs, and hiring leaders evaluating how to access global talent without running international operations themselves.

If great people can work from anywhere, you can hire from anywhere. The challenge isn't the concept it's the execution. This document outlines our operational model, hiring process, regional infrastructure, and how we help companies build distributed teams that actually perform.



# The core model

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Our model gives you access to global talent without the operational burden of running international HR, payroll, and compliance.

## **You manage the work:**

- Priorities and roadmaps
- Sprint cadence and delivery
- Day-to-day collaboration

## **We handle operations:**

- Recruiting and hiring
- Legal employment through local subsidiaries
- Payroll and compliance
- HR and performance support
- Equipment and setup
- Retention and continuity

This division matters because trying to do both is where most companies get stuck. You shouldn't need to become experts in Serbian employment law or Brazilian payroll to hire a great engineer.

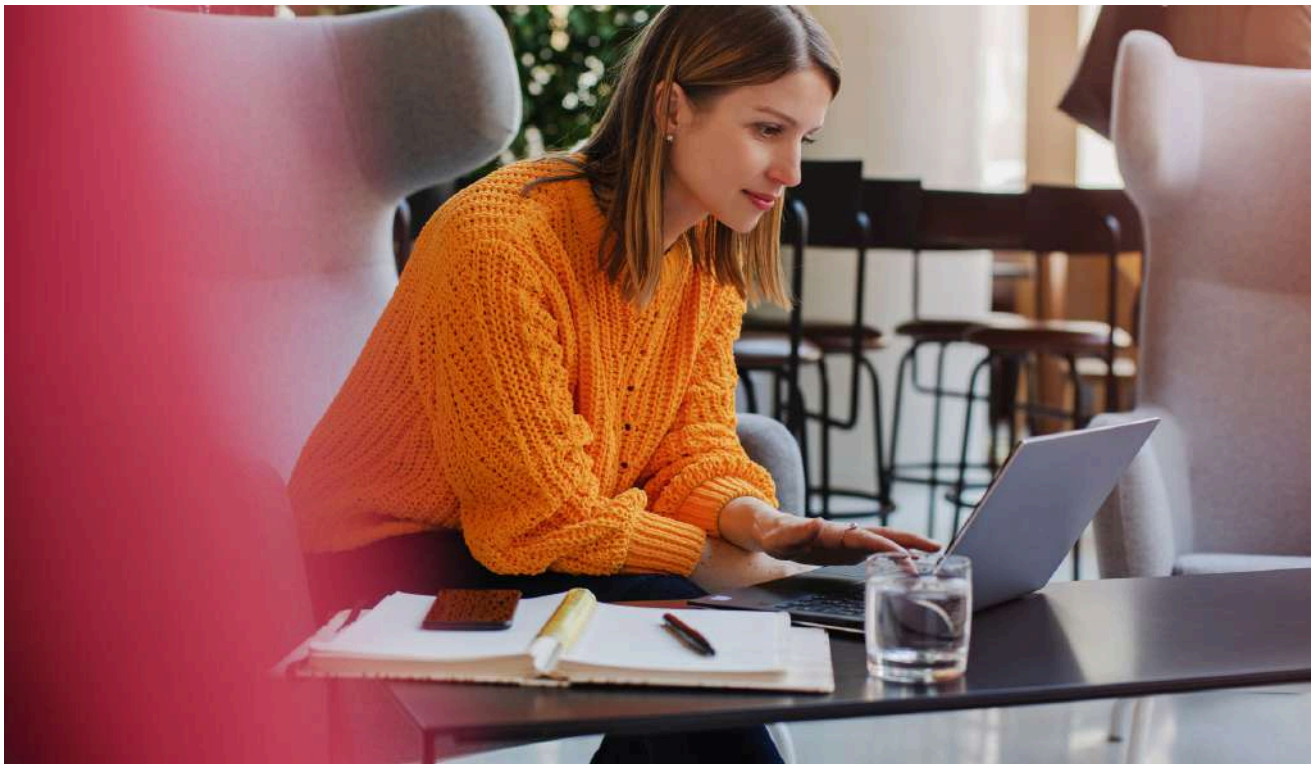
## What this looks like in practice:

When you need to hire, you contact us. We run a detailed hiring process often vetting 50 to 80 candidates so you don't have to. Within one to three weeks, you meet a shortlist of highly qualified candidates already assessed for technical capability, communication, and how they show up at work.

We typically present three qualified candidates per role. About one in three people we introduce gets hired. That hit rate exists because you're not sorting through resumes or running endless interview you're meeting people genuinely worth your time.

Once you choose someone, we handle employment agreements, background checks, compliance, payroll, equipment, and onboarding. We employ people directly through our subsidiaries, which means we control quality, responsiveness, and accountability end to end.

And we don't disappear after placement. We stay close to both you and the consultant through regular check-ins, stepping in early if anything needs attention.



# The hiring process

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## Step 1: discovery

Every engagement starts with understanding what you're trying to build and why.

### We discuss:

- Team structure and how you actually work
- Timelines and budget constraints
- What success looks like six or twelve months out
- How distributed work fits into your operating model

Global hiring isn't about filling a seat. It's about building the right foundation so you're set up for success as your team grows.

We design around how your team works, same-time-zone collaboration, overlapping hours, distributed teams, multi-region coverage. The outcome is always a clear, custom approach that fits today and scales tomorrow.



## Step 2: sourcing and vetting

We don't see hiring as a transaction. People are the foundation of performance. One strong hire can change how a team operates. One weak hire can slow everything down.

**Our hiring process focuses on five traits that consistently predict success:**

- Can they do the work? (outcomes, not proxies like degrees or years of experience)
- Do they show ownership mindset? (take responsibility for results, not just tasks)
- Do they work well with others? (collaboration and clear communication)
- Do they demonstrate strong judgment? (handle ambiguity and make sound decisions)
- Are they learning-agile? (adapt quickly as conditions change)

These aren't the only things that matter, but they're the foundation. If someone has these five traits, they'll likely succeed. If they're missing two or more, they'll struggle no matter how impressive their resume looks.

**Vetting volume:**

- We screen 50-80 candidates per role
- Present 3 finalists
- Typical hire rate: 1 in 3 presented candidates

This takes longer than fast-turnaround staffing, but quality compounds. The time invested upfront prevents months of friction later.

## Step 3: presentation and selection

We don't send you a stack of resumes. We present a shortlist of people we'd be confident hiring ourselves.

You meet them, assess fit, and decide. We're there to support the process, answer questions, and provide context but the decision is always yours.



## Step 4: employment and onboarding

Once you've chosen someone, we handle:

- Drafting and executing compliant employment agreements
- Conducting background and reference checks
- Setting up payroll and benefits
- Providing equipment (laptop, monitors, peripherals)
- Handling local tax and compliance requirements
- Managing onboarding logistics

This isn't outsourced to a third party. We employ people directly through our subsidiaries, which means we control quality, responsiveness, and accountability from start to finish.





# Where we operate

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We operate in four primary regions, chosen deliberately for complementary strengths. Our approach combines nearshore and offshore capabilities to give you both time zone alignment and cost-effective access to senior talent.

## Canada (nearshore)

**Strengths:** Same time zones as U.S. clients, deep senior talent across all tech disciplines, cultural alignment, regulatory familiarity

**Time zone advantage:** Full overlap with North American business hours enables real-time collaboration

## Brazil (nearshore)

**Strengths:** Same time zones as North America, strong tech talent across all disciplines, growing tech ecosystem, collaborative culture

**Time zone advantage:** Full overlap with North American business hours enables real-time collaboration



## Southeastern Europe (offshore)

**Countries:** Albania, North Macedonia, Bosnia and Herzegovina, Kosovo

**Strengths:** Strong engineering culture across all tech disciplines, excellent English proficiency, cost-effective access to senior talent

**Time zone advantage:** 6-8 hour offset from North America provides 3-4 hours of overlap for collaboration, plus follow-the-sun coverage

## Pakistan (offshore)

**Strengths:** Deep technical talent across all disciplines, strong engineering education, cost-effective access to senior capabilities

**Time zone advantage:** 9-10 hour offset from North America enables extended-hours coverage and follow-the-sun development

## Why multi-region infrastructure matters.

We operate across multiple regions because companies have different needs. Some want to concentrate talent in one location to build a cohesive hub. Others want geographic diversity to reduce risk or access different time zones. Either way, we can support you.

Multi-region infrastructure gives you options. If one market tightens, becomes unstable, or stops meeting your needs, you have alternatives. If you want to test nearshore before committing to offshore, you can. If you need extended coverage across time zones, you can build for that.

We're not trying to operate everywhere. We're building deep expertise in specific regions where we can consistently deliver quality, maintain relationships, and provide long-term support so you have real choices when designing your team.

# Pricing and engagement structure

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We keep pricing straightforward.

**One hourly rate that includes everything.**

- The consultant's compensation
- Benefits and local compliance
- Equipment and setup
- HR support and performance management
- Our recruiting, vetting, and ongoing oversight
- Time tracking, invoicing, and reporting

No hidden fees. No surprise costs. No complex contract structures.

**Engagement terms:**

- Month-to-month agreements
- No long-term lock-ins
- If the relationship isn't working, we address it directly or you can end it without penalty

Pricing varies by region and seniority, but the model stays the same: transparent, predictable, and designed for long-term partnerships.



# What makes this model different

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There are many ways to access global talent. What makes our approach different comes down to a few core principles:

**Quality over speed.** We don't optimize for how fast we can fill a role. We optimize for how well the person performs six months in. That means more rigorous vetting upfront, even if it takes longer.

**Direct employment, not subcontracting.** We employ people through our own subsidiaries. That gives us control over quality, retention, and responsiveness. Vendors who subcontract can't make the same guarantees.

**Multi-region options.** We operate in multiple regions so you can choose what fits your strategy concentrated talent hubs in one location, geographic diversity across regions, or a combination. You have options based on your goals, not our limitations.

**Ongoing support, not placement-and-disappear.** We stay involved after someone starts. Regular check-ins, performance support, and early intervention when issues arise. This is what keeps teams productive over time.

**Canadian partnership and oversight.** Clients work with a trusted Canadian partner who understands their business context and provides local accountability. This isn't offshore vendor management it's a partnership designed for long-term collaboration.

**Focus on outcomes, not activity.** We're not measured by how many candidates we present or how fast we move. We're measured by whether the people we place perform well, stay engaged, and contribute meaningfully to your team.

# Who this works for (and who it doesn't)

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## This model works well when:

- You need senior or specialized talent you can't hire locally at your budget
- You're building for the long term, not just filling an immediate gap
- You value quality and cultural fit as much as technical capability
- You're comfortable with distributed work and have processes to support it
- You want a partner who stays involved, not one who disappears after placement

## This model doesn't work when:

- Your primary goal is cost reduction, not capability
- You need someone to start tomorrow (quality takes time)
- You're looking for fully managed outsourcing, not staff augmentation
- You haven't designed your work for distributed collaboration

We're selective about who we work with because partnerships only succeed when expectations align. If this doesn't sound like the right fit, that's okay, we'd rather be honest upfront than create frustration later.



The first conversation is simple. We talk about what you're building, where you're headed, and what kind of team will get you there.

From there, we build a plan together. Nothing complicated. Just a clear, thoughtful approach designed to work.

If you're ready to explore what global hiring could look like for your team, reach out.

# Frequently asked questions

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## What's the difference between nearshore, offshore, and global remote teams?

Nearshore refers to hiring in nearby countries with similar time zones (e.g., U.S. companies hiring in Canada or Brazil). Offshore typically means hiring in distant time zones (e.g., Eastern Europe or South Asia). Global remote teams is a broader term that encompasses both, focusing on accessing talent anywhere while you maintain control of the work.

The best strategy often combines nearshore for roles needing real-time collaboration and offshore for roles where async work is effective.

## What's the difference between this model and traditional offshore outsourcing?

Traditional offshore outsourcing typically means handing off entire functions to a vendor who manages the work. Our model means accessing talent anywhere while you manage the work directly you own priorities, roadmaps, and day-to-day collaboration. We handle recruiting, employment, payroll, compliance, and HR support.

## How long does it take to hire someone?

With a rigorous vetting process, expect one to three weeks from starting the search to meeting qualified candidates. This includes screening 50-80 candidates to present three finalists. Faster processes typically sacrifice quality for speed.

## What regions are best for different types of roles?

All our regions have strong talent across all tech disciplines. The real differences are time zones and cost structure:

- **Canada and Brazil:** Nearshore with full North American time zone overlap
- **Southeastern Europe:** 3-4 hours of overlap with North America, cost-effective senior talent
- **Pakistan:** Extended-hours coverage, cost-effective senior talent

Some companies concentrate talent in one region to build a cohesive hub. Others want geographic diversity for resilience or time zone coverage. We can support either approach based on your goals.

## How do you maintain quality when hiring globally?

Quality comes from having dedicated recruiting teams on the ground in each region who understand their local markets deeply. Our team members in Southeastern Europe, Pakistan, Brazil, and Canada know the talent landscape, cultural nuances, and what strong performance looks like in their region.

We use the same rigorous hiring standards globally that you'd use locally—structured interviews, real work assessments, communication testing, and thorough vetting. The key is testing for outcomes (can they do this specific work?) rather than credentials. But it's our local teams, trained in our process and embedded in their markets, that make this work consistently across regions.

## What's included in the pricing?

Everything: strategic recruiting and screening, legal employment through local subsidiaries, payroll and compliance, equipment and onboarding, time tracking and billing, HR support and performance management, and retention programs all bundled into a single hourly rate.

## How do you handle time zone differences?

We design for three to four hours of overlap for real-time collaboration, use async communication for routine updates and decisions, and choose regions strategically based on your team's working hours. Nearshore regions (like Brazil) offer same-time-zone work, while other regions can provide follow-the-sun coverage.

## What happens if someone doesn't work out?

We stay involved after placement through regular check-ins and performance support. If issues arise, we address them early. If the relationship isn't working despite interventions, engagements are month-to-month with no penalty for ending the arrangement.

## Do you only work with tech companies?

Our primary focus is helping mid-size SaaS companies (50-500 employees) in Canada and the U.S. scale their product and engineering teams. We specialize in placing technical roles: engineering, data, cloud, SRE, product, design, and QA.

## How is this different from using an EOR platform?

EOR platforms handle payroll and compliance but don't recruit, vet, or support talent. We provide the full service: sourcing, evaluation, employment, ongoing HR support, and performance management. EOR is part of our model, not the model itself.



1920 Yonge Street, 2nd Floor  
Toronto, Ontario M4S 3E6

[info@polytechtalent.com](mailto:info@polytechtalent.com)  
416-440-3362  
[polytechtalent.com](http://polytechtalent.com)

[LinkedIn](#) | [Facebook](#) | [X](#) | [Instagram](#)