

# WHICH CALL CENTER SOLUTION IS BEST FOR YOU?



## OFFSHORE

## OR

## NEARSHORE

The main advantage of an offshore option is cost reduction. It can be up to **70% less** than the U.S.



### Cost

You can reduce your operation overhead cost **by up to 60%** compared to the U.S.

**15 to 20 hours** flights with an average cost of **\$2,000 USD**.



### Accessibility

**1 to 5 hours** flights with an average cost of **\$400 USD**.

Timezones differs **10 to 16 hours**

Similar timezones, might differ **0 to 3 hours**

Real-time interaction is limited because of the timezone, unless you have a night shift.



You can have real-time interaction with your nearshore team almost any time.

Culture can be very different from the U.S. Agents need to receive **cultural training**.



### Cultural Alignment

The culture is similar to the U.S. with a **strong influence** from U.S. media.

There is a large number of English speakers even though they **might not have an American accent**.

There is an abundant pool of people with **excellent English skills**.

Management and collaboration are limited. You need to **give flexibility and empowerment** to your offshore team.

### Workforce Management



You can **visit your contact center operation** when required without spending a lot of money and time.

It is recommended to have a **well explained and easy-to-follow process**, since you might not have complete control of the operation.

### Process / Business Activity



You don't need to worry about having complicated processes because **you can have total control of the operation**.

Call Center Services International offers Nearshore contact center services in Mexico for U.S. companies looking to get advantage of the great Nearshore benefits, such as cultural alignment, cost savings, and more.

Contact us to request a proposal **(877) 399-3419** [ccsi.com](http://ccsi.com)

