

SERVIAP; your HR and Recruiting partner for LATAM





Table of Contents

- 3 [Introduction](#)
- 4 [What does SERVIAP do?](#)
- 5 [Managing local and cultural differences](#)
- 6 [Access to local, high-quality insurance brokers and firms](#)
- 7 [Getting started: Onboarding](#)
- 8 [The ongoing process](#)
- 9 [Terminating employees](#)
- 10 [Partnering with SERVIAP](#)

Introduction

Connecting with the right employees is one of the most effective ways for companies to drive growth. Many have realized that outsourcing talent to countries in Latin America with lower wages helps them attract (and keep) the talent they need without overextending their resources to remain staffed by qualified employees.

Normally, they would open a subsidiary to take advantage of the above. But creating a new entity risks money and time, both of which are barriers to urgent opportunities.

"Click the links below to find more detailed information on our LATAM coverage"

 [Argentina](#)

 [Mexico](#)

 [Chile](#)

 [Nicaragua](#)

 [Colombia](#)

 [Panama](#)

 [Costa Rica](#)

 [Paraguay](#)

 [Dominican Republic](#)

 [Peru](#)

 [Ecuador](#)

 [Puerto Rico](#)

 [El Salvador](#)

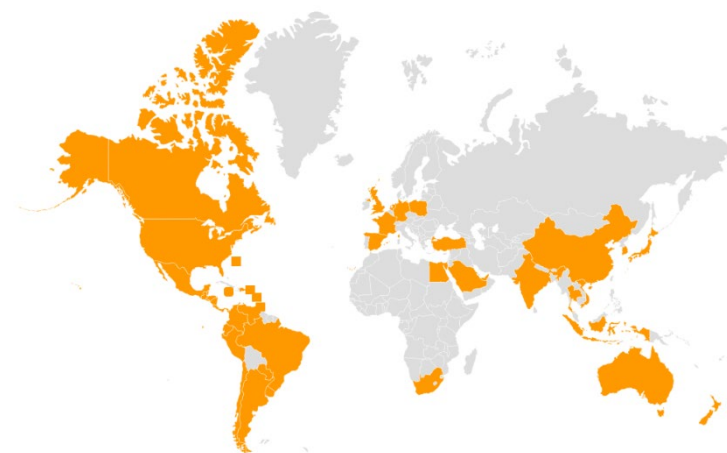
 [Uruguay](#)

 [Guatemala](#)

 [Venezuela](#)

 [Honduras](#)

With more than 11 years' experience in HR solutions, SERVIAP combines technical knowledge with a robust regional network and cultural awareness to deliver the control of your own subsidiary with none of the risk.



What does SERVIAP do?

SERVIAP is the first LATAM-based multi-regional PEO provider. Just in the first quarter of 2022, we've grown our headcount by over 25%. Over the years we've successfully refined our organically generated expertise and learned valuable lessons along the way that we apply in every new region.:

- We approach each client as a new consulting project. We advocate for our client's best interest, honestly advising them when a change of approach is required.
- We don't react, we anticipate. We are able to answer client questions more quickly and with less work through powerful research.
- We empower local experts with worldwide infrastructure and keep a global network of subject-matter experts to address edge cases.

With our cultural and logistical expertise, we give organizations the tools, information, and support they need to make impactful decisions, all while staying compliant with local laws



Managing local and cultural differences

Home to over 400 million people, 33 countries, and 50 languages, it would be reductive to describe Latin America as a “single” place. However, there are a number of cultural differences that can make doing business difficult for companies with little to no experience in the region.

SERVIAP has a sprawling network across Latin America as well as deep local and cultural expertise to make the implementation smooth and easy. That helps firms overcome many of the obstacles that come with pivoting to the Latin American market.

Access to local, high-quality insurance brokers and firms



Without SERVIAP, companies are left to fend for themselves when they want to build relationships with insurance brokers and firms in Latin America. That's a lot more challenging than it sounds. It's extremely difficult to establish new connections in the region, especially when no prior contact already exists and one doesn't speak the local language. Understanding what's required to hire top talent while not going over budget requires local expertise.

To help our clients, SERVIAP:

- Leverages our robust network of insurance brokers and firms to connect customers to the vendors that are right for them.
- Gives customers confidence that they're working with trustworthy partners and reputable vendors due to our long-standing relationships with our partner firms.
- Negotiates directly with vendors on our clients' behalf, ensuring that they're getting a fair price for the policy that suits them.

Getting started: Onboarding

Here's a look at the four-step process we use to onboard new employees for our customers:



Offer letter: Our dedicated account executives work with the customer to outline the job offer and eventually make a formal offer to prospective employees.



Labor contract: Once the job offer has been approved, SERVIAP's HR team will customize the labor agreement and other onboarding documents with all personal information from the new employee(s).



Registration: Our HR team registers the new employees in the payroll system and with local tax authorities. If needed, we will also register the employee for any private benefits/additional services.



Intro, delivery and training: The customer team members are fully introduced to the wider SERVIAP team, and both the customer and employee are informed of the reimbursement process.

The process should take around one working week.

The ongoing process

Throughout their entire relationship with SERVIAP, customers work with a dedicated account executive who tailors the right administrative solutions to the needs of their business. Customers can rest assured they're getting optimal customer success and support for the duration of their contract.

Personalization is at the core of what SERVIAP does for our customers. That means curating all information so it's accessible and relevant, customizing the entire recruiting and hiring process, and finding local sources for anything that customers will need.



It's especially important for us to personalize our services for companies that might have ambiguous needs. For example, SERVIAP can identify useful parts of different insurance plans and pull those together to create the exact policy an organization is looking for.



Terminating employees

Termination can cause a number of problems for firms operating in Latin America. In the event that a company has to terminate one (or several) employees, SERVIAP helps to manage any issues that could arise.

SERVIAP advises clients to do the following:

- Creating a system of distinct, quantifiable performance metrics to track an employee's contributions over time.
- Using a long trial period to give the customer a greater amount of time to make a decision on an employee while minimizing the financial impact.
- All of this helps lower the potential for lawsuits from terminated employees, which can be especially challenging when those lawsuits cross international lines. SERVIAP is not a consulting firm, but we will advise you on whether any policies that you have comply with local laws.



Partnering with SERVIAP

When firms outsource some of their workforce to the Latin American market, they often find that any one of the countries there has a host of different challenges and issues that might appear too daunting to overcome. SERVIAP is able to handle all the different problems that could arise throughout Latin America, giving customers a trusted one for everything they need when they connect with new hires in the region.

SERVIAP helps empower customers to make key business decisions and act on them to achieve their short- and long-term goals, all while managing any associated risks.

Ready to get started?

Contact one of our representatives today.

 serviapgroup.com

 sales@serviapgroup.com

 +1 (512) 766 1720

 @serviapgroup

 Serviap Group

