

Closing the Cloud Skills Gap

Why nearshoring solves
the U.S. tech labor
shortage

Latin America: The Solution to U.S. Cloud Challenges

Cloud transformation empowers enterprises on an organizational scale – delivering the agility, flexibility, collaboration, customer experience, cost savings, and data-based decision-making you need to get ahead of the pack in today’s fast-moving digital world.

But while Deloitte reports that 90% of IT leaders plan to expand their cloud environments, 80% say inadequate employee skills are holding them back.

Cloud computing proved essential to facilitating remote work solutions amidst the chaos of COVID-19: ensuring workers aren’t restricted to a specific location and enabling critical functions to be performed securely anywhere.

Now, with cloud firmly entrenched as the key enabler to successful modernization, cloud computing remains the No. 1 most sought-after skill in IT Departments, Deloitte reports.

Gartner predicts that more than half of IT spending will shift to cloud within three years. With AWS (Amazon Web Services), Microsoft Azure, and Google Cloud leading the way, Gartner expects worldwide end-user spending on public cloud services to scrape \$600 billion in 2023, a significant jump from \$410.9 billion last year.

But surging cloud demand also widened the gap between organizational needs and IT capabilities in the U.S. Too many cloud projects stall or experience significant issues because they lack the right talent to drive them.

Only 37% of executives say they fully achieve the outcomes they expect from their cloud initiatives. And 86% of IT leaders believe the talent shortage will continue to slow down cloud projects.

A perfect storm feeds the talent crunch: the newness of cloud technology, hefty salaries for experienced cloud workers, stiff competition forcing accelerated hiring processes, and November’s Great Resignation exacerbating the labor shortage.

With so much opportunity on the market, another 72% of tech professionals are considering quitting their jobs this year. Burnout as tech workers take on more to compensate for the labor shortage also drives high turnover, with 80% of IT teams experiencing alarming churn.

Widespread recession fears have had little impact. Despite months of inflation and plummeting stock prices, CNBC reports that companies remain “desperate for IT talent.” Fear of having to play catch-up or an inability to hire IT employees back when needed makes COVID-style layoffs or hiring freezes unlikely, CNBC states.

Clearly, organizations need a better resource strategy to achieve cloud’s promised value. The success stories of tomorrow will be enterprises capable of rapidly navigating this new way of work: making the right decisions and engaging with the right partners to boost their in-house capabilities.

In this white paper, we will show why nearshoring to Latin America holds the key to reaping the benefits of cloud transformation – bridging the cloud skills gap with the deep experience, talent, and expertise companies struggle to find in the U.S. And bonus: at a fraction of the cost.



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4 Critical Factors

Drive Cloud Challenges in the U.S.

1

Rushed cloud
adoptions
dominated the
pandemic.

2

Most internal
IT teams lack
advanced
cloud skills.

3

A severe IT labor
shortage makes
it difficult and
expensive to hire
skilled talent.

4

Skilled DevOps
resources are
equally scarce
in the U.S.

In the US, cloud struggles typically stem from **four key challenges**:

1 Rushed cloud adoptions dominated the pandemic.

More than 70% of IT leaders report “negative effects” from the scramble to adopt cloud technology during their abrupt transition to a remote workforce.

Companies also rushed out new apps to meet rapidly changing customer demands.

Without proper planning, siloed cloud projects using different tools popped up throughout many companies.

Unfortunately, that created pricey redundancy and complexity that caused security risk to spiral.

While the cloud can infuse a business with unlimited scalability and flexibility, cost management and control can become major pain points if solutions aren’t implemented and managed properly. Too many businesses fail to comprehend that cloud migrations aren’t simply handed off to a cloud provider - but must be managed like any other IT project.

The exploding number of cloud options that platforms like AWS, Azure, and Google Cloud offer add to the confusion. For instance, many companies struggle to grasp the best solution for their business between public vs. private vs. hybrid clouds.

Now that COVID challenges are behind us, organizations must normalize their cloud architecture, learn to make informed cloud decisions, and remedy knee-jerk mistakes that accompanied the breakneck pace of pandemic transformation.

2 Most internal IT teams lack advanced cloud skills.

Cloud solutions offered organizations a lifeline during the pandemic – and are essential to competing in the post-pandemic world. But many IT leaders quickly realized their departments lacked the specialized talent required for sustainable success.

Unfortunately, when the cloud’s agility combines with an organizational skills deficiency, issues can spiral rapidly – and at scale.

Flexera reports that more than 80% of companies rank “lack of resources/ expertise” among their biggest cloud challenges.

For end-to-end transformation, cloud initiatives require speed, specialized skill sets, and a new way of thinking. Skills gaps often arise on the technical side: for instance, many IT Departments don’t have experience with the specific set of tools utilized by their cloud provider.

Many organizations further lack the expertise to craft a cloud strategy that achieves the full potential of platforms like AWS, Azure, and Google Cloud through native tools, services, and automation opportunities.

At a glance, cloud infrastructure appears easier to manage than its legacy counterparts, with cloud service providers automating or managing routine tasks. But the growing sophistication of cloud technology makes other tasks more complex.

IT must be able to skillfully deploy, monitor, and manage a growing range of cloud assets and services. Cloud technology also requires tech talent with at least a high-level business context so they can determine the best way to adopt the cloud across multiple departments.

Cloud migration and management issues are distracting internal IT teams from focusing on what matters most: innovation and strategy. As a result, 57% of IT leaders are turning to outsourcing partners to drive at least some of their cloud initiatives, recognizing the critical need to acquire skills they don’t possess and focus internal teams on higher-value work, Flexera reports.



A severe IT labor shortage in the U.S. makes it difficult and expensive to hire skilled talent.

The pandemic shifted demand for advanced cloud skills into high gear, with about 60% of IT leaders attempting to hire Azure, AWS, or Google Cloud engineers/architects in 2022, according to Robert Half Talent Solutions.

But the newness of cloud combines with the national IT labor shortage to create a dearth of qualified resources. While Robert Half reports that cloud is the top skill set in demand by IT Departments, a third of IT leaders also said cloud professionals are the most challenging to find.

Even before the pandemic accelerated digital transformation efforts, 2020 began with nearly 918,000 tech jobs unfilled in the U.S. – and millions in lost productivity, The Wall Street Journal reports.

Making matters worse, the U.S. only graduates about 65,000 computer science graduates per year. That's not nearly enough to alleviate the shortage.

While Computerworld reports that the U.S. lost more than 100,000 U.S. IT jobs during the worst of the pandemic, the IT labor market recovered at lightning speed.

Unemployment levels for tech jobs reached a historic low of 1.7% in July 2022, with job postings up a whopping 49% over the same 7-month period last year, CompTIA reports. By comparison, the national unemployment rate stood at 3.5%.

In August 2022, LinkedIn showed nearly 193,000 open job postings for cloud engineers in the U.S.; Indeed had nearly 120,000.

With such surging demand, recruiting and retaining in-house cloud talent costs companies a premium. It's not unusual for sought-after engineers to fetch annual salaries of \$200,000, WSJ reports.

Retention challenges also loom large, with a whopping 42% turnover rate for cloud computing talent. And as salaries skyrocket, IT leaders who lose key roles like cloud engineers are spending a whopping 50-250% more to replace them, according to Motion Recruitment's 2022 Tech Salary Guide.

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Skilled DevOps resources are equally scarce in the U.S.

Attempting to hire DevOps resources for cloud initiatives can be even more challenging. Essentially, DevOps engineers are tech professionals well-versed in the software development lifecycle who can use engineering tools and processes to solve operations challenges.

The overwhelming majority of cloud development projects now involve DevOps as well – improving IT productivity, speeding time to market, meeting the needs of business units faster, catching issues earlier, and delivering higher-quality software through a continuous development cycle.

But Gartner predicts that 75% of DevOps initiatives will fail to fully meet expectations this year. The reason often boils down to a single issue: The severe IT talent shortage in the U.S. leaves enterprises struggling to find quality DevOps resources.

As a result, many organizations lack the talent and expertise to implement DevOps principles and practices successfully. TechRepublic ranks DevOps engineers as the fourth-hardest role to fill at any organization. Nearly 60% of enterprises say hiring DevOps talent poses a significant challenge.

Companies that do manage to hire pay top dollar: Fortune states it's not unusual for experienced DevOps engineers to command salaries of \$200,000 or more.



Nearshoring: The Premier Location for Cloud Technology Success

The U.S. job market simply can't keep up with demand for a cloud-focused future. Moving ahead without the proper resources not only risks implementing useless architecture – but suffering security risk, increased and unexpected costs, and lasting impacts to an enterprise's market relevance and competitiveness.

Developing advanced cloud talent in-house takes time companies don't have as they scramble to ensure resiliency, agility, and scalability in a highly competitive business environment.

Once a popular alternative, IT offshoring is also giving many organizations pause as they realize the bottom-of-the-barrel pricing associated with Asian-based locations like India comes with substantial risks. That includes the challenge of doing business across faraway time zones and language and cultural barriers.

The Ukraine-Russia war is predominantly a humanitarian crisis, but it has many organizations scrambling to reassess IT outsourcing strategies as well. Ukraine has been the top IT outsourcing destination in Eastern Europe, but escalating hostilities have tech workers and service providers fleeing the country in droves, CIO magazine reports.

Economic isolation policies also have many service providers pulling out of Russia.

And as the potential threat of the conflict spilling into other nearby areas grows, customers express rising uncertainty about the long-term stability of the region as an IT services destination.

Fortunately, there's a successful, low-risk, and cost-effective solution for solving the U.S. cloud skills gap.

At a time when fast-paced cloud transformation is key to keeping ahead of the pack, nearshoring cloud and DevOps solutions to Latin America enables companies to gain invaluable expertise and guidance without the cost of onshore hiring or the headache of offshore solutions.

Let's examine why.



10 factors Fueling Latin America's Emergence as a Tech Industry Hot Spot

1 **IT spending in Latin America is accelerating faster than any other region.** Despite pandemic challenges, IDC's Worldwide ICT Spending Guide predicted a Latin American growth rate of 5.3% through 2020, compared to 4% in Asia/Pacific and the U.S. Since then, the region has seen continuous growth in IT spending, with an average growth of 9.4% this year.

2 **About 35% of IT spending in Latin America is cloud-related** states IDC FutureScape 2021. While cloud transformation may have started slowly in the region, the pandemic turbocharged the pace. Frost & Sullivan projects cloud services in Latin America will generate more than \$7.4 billion by the end of 2022.

3 The IT services market size in Latin America is also expected to hit a sizable milestone in 2022, expanding by \$61.35 billion over 2018 with a CAGR greater than 9%. **The exploding IT outsourcing market is driving 49% of the growth.**

4 **With close proximity, Latin America has become a leading destination for North American companies to outsource IT and back-office operations.** Colombia claims the top spot, with populous countries like Brazil, Chile, Argentina, and Mexico also considered hot spots. However, some smaller locations like Costa Rica are exceedingly popular as well – fueled by heavy government investment in the tech industry and deep pools of highly educated, skilled tech talent.

Case in point: in 2019, Amazon became the largest employer in Costa Rica's services sector – adding 2,000 jobs in tech areas like AWS cloud services and Alexa Data Services, and back office support like customer service and finance and accounting. Today, more than 14,000 skilled workers fluent in such languages as English, Portuguese, Italian, French, and Mandarin support Amazon's global operations from Costa Rica.

Amazon continues to scale its Latin American workforce, currently showing 2,135 open jobs. A significant chunk involves the expansion of AWS data centers and cloud services, including solutions architect and developer roles. Most new staff investments are aimed at Brazil (733), followed by Mexico (675), Costa Rica (372), Colombia (153), Argentina (109), and Chile (39).

5 **The World Bank included every Latin American location except Cuba in its latest Ease of Doing Business rankings.** The highest on the list from the region were prominent IT outsourcing destinations Chile, Mexico, Colombia, and Costa Rica.

6 **The IaaS (Infrastructure-as-a-Service) and PaaS (Platform-as-a-Service) markets in Latin America are growing aggressively.** Latin American cloud IaaS and PaaS revenue is expected to increase by a 40.9% CAGR through 2028, far ahead of the global 33.6% CAGR. U.S.-based cloud service heavyweights are investing heavily in Latin America to take advantage of the opportunity. Dominant Chinese firms are also building a presence.

7 Latin America may be one of the smallest regions in the digital economy, but it's also one of the fastest-growing. Comparisons arise to China's digital economy 10 or 15 years ago, with a wealth of strategic investments made by governments, private businesses, and public-private partnerships dramatically increasing and modernizing digital infrastructure over the past decade.



Two out of three Latin Americans had internet connection by 2022 – covering more than 75% of the region's population, reports LABS (Latin American Business Stories). Internet penetration accelerated rapidly: for instance, more than 81% of Costa Rica's population had access in 2021 – more than double the number at the start of the decade.



U.S. tech heavyweights like Microsoft and Google are making substantial investments in building out internet infrastructure in Latin America. The pandemic also spurred many Latin American operators to move quickly to migrate legacy DSL customers to faster fiber-optic connections to improve speed and bandwidth for remote workers.



Latin America is experiencing the world's fastest growth in interconnection bandwidth capacity. Vital to competing in a digital economy, interconnection bandwidth is defined as the total capacity provisioned to exchange traffic privately and directly with other parties and providers at distributed points.

Expected to increase by 50% annually through 2023 in the region, this growth has driven significant investment in the infrastructure required to access it.

8 Latin America has emerged as one of the world's most promising regions for tech startup activity. In fact, the region's first unicorn – Rappi, a Colombia-based, on-demand delivery app launched in 2015 – is now valued at more than \$5 billion as it teeters on the edge of an IPO. Venture capital investment in Latin American tech grew steadily between 2017 and 2021, boosted by Latin American governments directing funds and policies to the creation and solid business administration of tech startups. Colombia, for instance, established a new ministry, Ministerio de Ciencia, Tecnología e Innovación, to spur research and investment in tech and science.

In 2021, VCs invested a record-setting \$16.88 billion across more than 900 largely tech-related deals in Latin America, Bloomberg reports. That's more than the capital invested in the entire preceding decade.

While worldwide inflation has caused a slowdown in 2022, the IDB (Inter-American Development Bank) predicts annual VC investments in Latin America could exceed \$30 billion by 2030.

9 Tech talent hubs are popping up throughout the region. Typically, Latin America's "Tech Revolution" is gripping cities that are big, populated, and have good education and infrastructure. Key indicators of strong technology sector growth: the local presence of U.S. tech firms, volume of startups, number of graduating STEM professionals, and local VC investments.

For instance, Costa Rica's reputation as the Silicon Valley of Latin America was cemented when Intel shocked the world with its decision to bypass bigger contenders like Mexico and Brazil and build a \$300 million semiconductor and testing plant in the country. Costa Rica's triumph stemmed from methodically targeting the tech industry as an area of high potential growth. It now hosts 16 of the Top 100 companies in IT globally and 29 Fortune 100 companies, including Microsoft, Hewlett-Packard, and Amazon.

Colombia has emerged as Latin America's fastest-growing tech talent hub, with resources in cities like Bogotá, Medellín, and Cali gaining valuable experience working for successful startups like Rappi, Platzi, and Twilio. Colombia's biggest cities also house prestigious universities and tech boot camps, and 66% of the country's engineering talent pool holds advanced degrees in computer science or related fields.

Other notable Latin American tech hubs include São Paulo, Brazil; Buenos Aires, Argentina; Mexico City, Mexico; and Santiago de Chile.

10 Latin America's youthful median age (31, compared to 39 in North America, for instance) is fueling its digital economy's rapid growth. Tech-savvy and highly receptive to new technologies, the large number of millennial consumers has transformed the region into a key consumer tech market on a global scale.

Latin America emerged as the fastest-growing e-commerce market in 2020, experiencing 36.7% growth in online purchases of goods and services. The global growth average was 27.6%.

Tech-based giants like Airbnb, Netflix, and Spotify have flagged Latin America as top growth market. Uber launched its first digital wallet in Brazil, Amazon debuted its first debit card in Mexico, and Facebook invested in a 1,500+-mile fiber optic cable to boost internet speeds in Argentina.



The Strength of Latin America's IT Talent Pool



Access to a deep, different pipeline of high-tech talent.

Several Latin American locations have invested heavily into becoming technology hubs – creating a critical advantage for companies struggling to hire specialized IT skills in the U.S.

Cloud expertise is readily available in Latin America. Just consider the rapid-fire expansion of the biggest cloud providers in the region:



Amazon opened its first dedicated AWS offices in Costa Rica in 2021, hiring engineers, network specialists, and more. That comes on the heels of its 2019 commitment to provide cloud training to more than 2,000 Colombian students as it broke ground on its first Latin American Edge infrastructure location outside Brazil in Bogotá. Amazon expanded its Edge locations to include Argentina and Chile in 2021 as well. From 2022 on, it plans to open 30 new AWS Local Zones that include infrastructure, storage, and database services in Colombia, Argentina, Chile, and Brazil.



Earlier this year, Google announced a five-year, \$1.2 billion commitment to expand digital infrastructure, support digital skills, foster an entrepreneurial ecosystem, and help create inclusive and sustainable communities in Latin America. To build on these initiatives, it also announced the opening of its third Google Cloud region in the area, located in Mexico. Previously, Google had announced plans to triple the size of its Latin American cloud workforce by the end of 2020 - expanding teams in Colombia, Brazil, Mexico, Chile, and Argentina.



Microsoft is committed to investing \$1.1 billion to drive digital transformation in Latin America through 2025, including the creation of its first Azure cloud data center in Mexico and training labs and skills programs. It also has announced a four-year plan for investment in Chile that includes an Azure region, as well as the rapid expansion of its cloud regions in Brazil. Earlier this year, Microsoft expanded its offices in San José, Costa Rica as well - making the local infrastructure the company's largest in Latin America. Its Costa Rica operations are now staffed by 1,500 people, up from just 60 four years ago.



But why does Latin America provide better access to cloud and DevOps skills than the U.S.?



Latin America benefits from a constant flow of STEM graduates trained within cutting-edge educational ecosystems.

Of the more than 20 million students in Latin America's higher education systems, about 17% graduate with STEM degrees. In many areas, the numbers climb higher: For instance, about 24% of college graduates earn STEM degrees in Mexico, which boasts three of the top computer science college programs in the region.

More than 25% of the 67,000 students who graduate college in Bogotá, Colombia each year also achieve technical degrees. Government programs designed to strengthen the IT labor pool elevate that number, offering scholarships to students pursuing IT-related careers that cover as much as 80% of costs.

Costa Rica is another leading provider of IT talent in Latin America, with its digital labor force expanding at an annual rate of 17%, according to Costa Rican Investment Promotion Agency CINDE. Despite its small size, the World Economic Forum ranks the country as the #1 exporter of IT services in Latin America, CINDE reports. It also boasts the highest-educated workforce in the region.

Latin American leaders continually innovate ways to drive STEM education as well, recognizing the substantial opportunity for luring foreign investment that a highly skilled tech talent pool provides. And success stories abound.

Colombia invested \$183 million into a program designed to convince students that IT offers the best job prospects. And the Costa Rican government partnered with Coursera to provide 50,000 online technical training scholarships for citizens who lost their jobs during the pandemic.



World Economic Forum
ranks **Costa Rica** as the
**#1 exporter of IT
services** in the region.

CINDE



Lower turnover creates consistent access to top IT talent.

With a less competitive tech market, nearshore providers typically experience less turnover than U.S. or offshore markets – granting companies consistent access to reliable talent.

By comparison, the abundance of available IT jobs has offshore providers grappling with alarmingly high turnover rates. India's IT service providers suffered attrition rates that reached nearly 30% in 2022, impacting consistency of delivery and training costs. Globally, tech turnover stands at 18.3%



Lower costs don't sacrifice quality of cloud and DevOps talent.

Tapping into the region's deep well of cloud and DevOps talent enables enterprises to achieve significant cost savings without sacrificing quality. For the cost of an entry-level resource in the U.S., companies can acquire more experienced talent in Latin America. Savings vary by country. For instance, Costa Rica offers an average labor savings of 40% to 50%, compared to IT resources in the U.S. - and sometimes higher. Colombia delivers an average of 60% labor arbitrage.

To break that down further: The median salary for a software engineer in the U.S. with 3-5 years of experience is \$124,500, or \$10,375 per month. In Costa Rica, a similarly experienced engineer earns \$5,898 per month. In Colombia, that resource's monthly income is \$1,204.

Outsourcing cloud and DevOps services also provide the flexibility to scale resources up and down as needed, delivering additional cost savings.

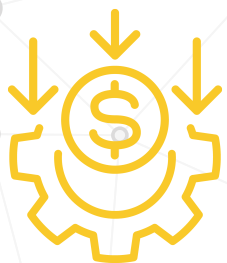
Top talent at a fraction of the price maximizes your cloud budget.

The quality of nearshore talent is an important factor to consider. After all, while cost savings matter, organizations are also looking for IT outsourcing partners that can deliver the highest productivity and performance.

Latin America offers a highly educated IT workforce that has deep experience performing IT services for North American-based multinational organizations.

By comparison, offshore locations like India and the Philippines struggle to find highly skilled resources like DevOps and cloud engineers willing to perform complex work for bottom-of-the barrel cost structures. In its India Workforce and Increment Trends Survey, Deloitte reported a quality decline among Indian workers, with nearly 60% of employees earning an "average" rating.

India's high attrition rate is also eating away at offshore cost savings, with Indian organizations doling out average double-digit raises in 2022 to IT workers in efforts to retain talent, Deloitte reports.





Latin America's nearby time zones increase communication and collaboration.

Time zone differences can be a major obstacle to IT outsourcing. When the success of complex services like DevOps and cloud transformation hang in the balance, organizations need to look past the lowest cost to ensure the partner they choose can foster effective communication, collaboration, and 24x7 support.

Unfortunately, the distant time zones of Asian offshore locations can significantly hinder communication and impact vendor performance. For instance, New York is a 10+ hours difference from the India Standard Time (IST) zone but less than 1-2 hours from Costa Rica, depending upon the time of year. Direct flights are also available to popular Latin American locations from most major U.S. cities.

With high competition for quality talent, India's providers often struggle to find skilled resources willing to work overnight shifts that align with western time zones. If they do, it can increase costs so significantly it nearly negates offshore savings.

As a result, higher-skilled "A" teams are typically concentrated in shifts that have minimal overlap with U.S. business schedules – undercutting the speed, synergies, and responsiveness essential to cloud and DevOps services. Instead, U.S. enterprises are forced to schedule early-morning or late-night meetings to communicate with offshore resources face-to-face. Otherwise, they must work with less-experienced people or experience frustrating lag time between responses.

The deeper pool of highly skilled, multilingual talent in Latin American tech hubs makes it easier for outsourcers to recruit and retain quality resources for every shift. Quality nearshore providers can demonstrate a proven track record of best-in-class, 24x7 support.

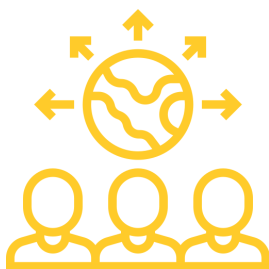


Westernized culture and American English create better alignment and fewer misunderstandings with U.S. teams.

When offshore deals fail or experience problems, cultural differences are often to blame. Two-thirds of organizations in an Accenture study attributed poor offshore performance to miscommunications that stemmed from a lack of cultural compatibility. Nearly 80% cited different communication styles as the biggest factor, followed by different approaches to completing tasks, different attitudes toward conflict, and different decision-making styles.

Gartner says language barriers further complicate communication between clients and offshore vendors. For instance, India-based teams typically use U.K.-flavored English with different phrases, slang, and nuances that can spark miscommunication when interacting with U.S. staff.

The westernized culture that dominates Latin America creates better alignment. European immigration heavily influenced the culture of Latin America and the U.S., planting a common root that creates a deep connection in their work ethic and overall values. For shared affinity for western business practices and popular culture further fosters rapport and understanding, giving nearshore providers better insight into business environments in the U.S. than Asian-based teams.



Leading nearshore locations can mitigate outsourcing risk.

The pandemic made organizations painfully aware of increased offshoring risks. From The Wall Street Journal to NPR, headlines document how providers in many Asian locations have struggled to deliver quality service due to inadequate infrastructure and living conditions that aren't conducive to remote work. Ongoing healthcare challenges in India are another serious concern as COVID outbreaks continue.

The ongoing Ukraine-Russia war also has IT organizations that partner with outsourcers in the region scrambling to minimize service delivery disruption while ensuring the safety of their teams.

Alternate locations must be found for impacted work while buyers are forced to ease service level agreements, CIO magazine reports. Cybersecurity is another serious threat as the conflict extends beyond physical boundaries, CIO magazine reports.

Ultimately, the lessons of the pandemic and the Ukraine-Russia war reveal a need for urgent action: IT leaders must ensure their outsourcing strategy maintains the agility and flexibility to respond to global events. That means continually reviewing and hardening business continuity plans and implementing third-party risk evaluation and monitoring.

For IT leaders looking to minimize risk, the increasing stability and security of the political scene in many parts of Latin America holds appeal.

Recognized worldwide for its political stability, democracy, and peace, Costa Rica ranks No. 38 on the Global Peace Index list of the most peaceful countries in the world and claims the top spot in Latin America and the Caribbean. The No. 1 Global Shared Services Destination for the Americas, Costa Rica is also doubling down on efforts to become Latin America's cybersecurity hub, with government programs and partnerships focused on tools, training, and talent generation.

Colombia has shed its reputation for drug violence to become a rising star for tech innovation and outsourcing. For instance, Bogotá is now considered one of South America's safest urban areas, with a violent crime rate lower than many American cities like Indianapolis and Miami.

Latin America wasn't immune to COVID challenges. However, shifting services to top nearshore locations like Costa Rica helped mitigate outsourcing risk with access to modern infrastructure, workers with better healthcare and living conditions, and a world-class coronavirus response that earned United Nations recognition.

Case in point: Within days of Costa Rica's pandemic lockdown, 97% of IT and BPO services operating out of the Auxis Global Delivery Center in San José had smoothly transitioned to a remote work model.

100% of services remained at pre-pandemic performance levels – and some even operated better.



The Key to a Cloud-First Future

From pandemic to recession to war, recent world events proved the unthinkable can happen – and it's never been more important for organizations to anticipate change, build agility and resiliency, and prioritize speed and customer experience.

The need for cloud apps, tools, and services is greater than ever before. And as enterprises rise to meet the challenges of today's ever-more disruptive world, the discrepancy between those that embrace cloud technologies and those that resist or mismanage them is stark.

CIOs face mounting pressure to scale infrastructure that supports a hybrid workforce, control cloud costs, enhance cloud security, and shift more workloads to complex cloud environments. Even in the face of a recession, TechRepublic reports that CIOs are reluctant to cut spending on security and cloud.

Yet the severe cloud labor shortage leaves North American enterprises struggling to acquire the right talent to properly drive their cloud initiatives. And as demand surges, market competition for cloud-skilled professionals remains fierce.

Latin America holds the key to solving the cloud and DevOps skills gap that hinders the ability to empower your business with cloud transformation.

Leading nearshore locations allow access to a new pool of highly skilled, innovative talent with high English proficiency at a substantially lower cost than U.S. resources. Heavy investment from government and private organizations in modernizing Latin American infrastructure and building the IT labor market ensures sustainability.

Cloud technology will continue to power digital transformation strategies in 2022 and beyond. Tapping into Latin American IT talent with the right outsourcing partner can ensure your organization isn't left behind as the world accelerates toward a cloud-first future.

How Do I Get Started?

Schedule A Free Consultation

While many organizations are eager to transition to the cloud, it can be challenging to know where to start. Businesses require a reliable partner that can assist them in developing a cloud strategy that optimizes IT, streamlines operations, and eliminates downtime. Knowing which cloud services/platforms will best enable a company's unique capabilities necessitates a thorough understanding of the industry.

Since 1997, Auxis has helped companies achieve peak performance so they can become more agile, competitive, and efficient in a fast-changing business world. Our Cloud Services are designed to assist organizations in successfully adopting and operating your cloud environment. Whether you are at the early stages of your cloud adoption program or have already migrated, Auxis offers a variety of skilled professionals and practices to achieve your ultimate goals.

Schedule your free consultation today and learn how we can help you take your cloud operations to the next level.

What we'll cover during the free consultation:

- ✓ Your current cloud environment and areas of interest
- ✓ Features being used vs. the full potential of the cloud
- ✓ Cloud cost optimization
- ✓ Security best practices
- ✓ The advantages of Auxis' 24x7 Cloud Managed Services model



About Auxis

With experience in IT infrastructure operations across a broad range of industries since 1997, Auxis is a management consulting and outsourcing firm with extensive experience helping CIOs and IT executives achieve cloud transformation. Auxis is part of the exclusive partner network of the leading cloud service providers, serving as an AWS Advanced Partner and a Microsoft Azure Gold Partner. Auxis was also recognized as one of the 20 Most Promising AWS Solution Providers by CIO Review Magazine. Our cost-effective cloud delivery models offers a combination of U.S. and nearshore resources from our 24x7x365 Global Delivery Centers in Costa Rica and Colombia. As cloud practitioners and operators – not career consultants - we are experts at aligning cloud strategy to business strategy and have strong consumption-based IT financial modeling expertise with Cloud Transformation Services. We also offer deep technical expertise in cloud architecture, DevOps, IT processes, and security.



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