iContact

iCONHIRE

Employer of Record Solution for Global Clients

iContact BPO's new offering, iConHire, gives clients all-important access to specialized management support talent.

Many of our clients have shared with us the challenge of trying to secure specialized talent. We've heard you and we're responding with an Employer of Record (EOR) solution that allows you to access South Africa's rich pool of specialized skills through a managed outsourcing framework.

What This Means for You

iConHire enables us to serve as the legal employer for specialized workers engaged by your company. We handle all employment-related responsibilities, including:

- Recruitment and contracting
- Payroll processing
- Benefits administration
- Tax compliance
- Human resources management

Meanwhile, you maintain full control over technical requirements, direction, training, and supervision of the contracted personnel.

Building on our BPO Foundation

Whether you need technical support specialists who speak a specific language, accounts clerks, claims administrators or other professionals to fill highly specialized roles, we can connect you with South Africa's exceptional talent – all standing by to deliver services anywhere in the world.

Our expansion into iConHire is a natural evolution of our business model. We've excelled at helping companies enhance their operations and scale their businesses through our BPO solutions. Now we're extending that expertise through Employer of Record services to help clients access critical talent they might otherwise struggle to secure.

Why Choose iConHire for EOR?

Our comprehensive solution ensures:

- Full compliance with South African employment regulations
- Relief from administrative burdens associated with cross-border employment
- Risk mitigation regarding employment law compliance
- Access to specialized skills in technology, finance, technical support, customer experience, administration, and other niche areas

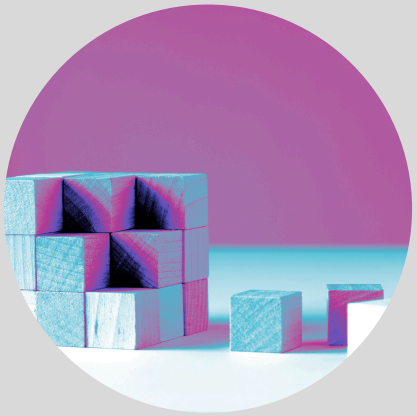
This is particularly valuable if you're exploring opportunities in the SA market without establishing a legal entity, if your project requires specialized talent for a defined period of time, or if you're testing new markets before making substantial investments.

Why partner with iContactBPO?

With our established presence in Cape Town and Johannesburg – both vibrant commercial centers with robust infrastructure and diverse talent pools - we provide a solid foundation for this expanded service offering.

As businesses increasingly adopt flexible operational models in response to market volatility and evolving workforce preferences, we're positioned as a strategic partner of choice for enhancing capabilities while maintaining operational agility.

Whether you need a small team of IT specialists on an EOR basis or a comprehensive BPO solution with 100+ contact center agents, we're here to help you focus on your core business while accessing specialized capabilities through our strategic partnership.

We'd love to discuss how we can support your specific needs.

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