



First Look

Jobsity 2024

Connecting Health Technology Companies with Vetted
Software Engineers



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Why This First Look?

As healthcare organizations' IT needs evolve and require increasing innovation, IT vendors are looking to technology staffing firms to fill gaps and ensure that vendors' teams are delivering software that meets customer needs. Jobsity seeks to fill these gaps by partnering with IT vendors to understand their needs and match the vendors with high-quality nearshore software developers. This report looks at how Jobsity is meeting clients' needs.

What Does Jobsity Do?

(a client explains)

"We have a few developers and a tester from Jobsity. The developers do development tasks in Java for us, and they build software. We developed a platform that has common services that could be leveraged across different products within our company, so they help us develop those common services. The tester helps us write test automation code for testing that software." —Director

Bottom Line

All participants are either satisfied or highly satisfied with Jobsity's services. Interviewed clients feel that Jobsity is committed to understanding their staffing needs and providing them with software engineers who fit not only clients' sought-after skill set but also their company culture. Jobsity's nearshore pool of talent is seen as an asset, as the engineers' time zones enable them to meet the day-to-day needs of the teams they work with.

of Clients Interviewed by KLAS

3 individuals from 3 organizations (Jobsity shared a list of 8 unique organizations; the list represents 100% of the healthcare clients that are eligible for inclusion in this study)

Top Reasons Selected

Candidate quality, candidate cultural fit, partnership, nearshore time zone, affordability

Survey Respondents—by Organization Type

IT vendor

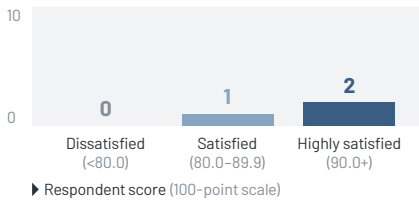


Jobsity Client Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

of individual respondents



Key Performance Indicators

Quality of staff/consultants B* (n=3)	Drives tangible outcomes A-* (n=3)	Strength of partnership A-* (n=3)	Likely to recommend A-* (n=3)
Services grading scale (1–9 scale)			
A+ = 8.73–9.0	B+ = 7.83–8.09	C+ = 6.93–7.19	D+ = 6.03–6.29
A = 8.37–8.72	B = 7.47–7.82	C = 6.57–6.92	D = 5.67–6.02
A- = 8.10–8.36	B- = 7.20–7.46	C- = 6.30–6.56	D- = 5.40–5.66

*Limited data

Would you buy again? (n=3)

Percentage of respondents who answered yes

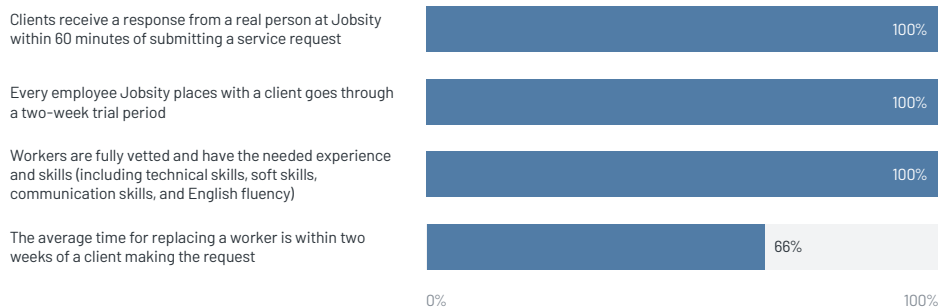


Outcomes Expected by Clients

- Achieved
- Shorten up-front candidate vetting time
- Identify qualified candidates who are a good culture fit
- Hire software engineers who are able to design, test, develop, and deliver high-quality code
- Unexpected outcome
- Pending
- Not achieved

Delivery of Expectations

Percentage of interviewed respondents who agree the firm met expectations (n=3)



Time to See Outcomes

- Immediately
- Within 6 months
- 6–12 months
- Over 12 months
- No outcomes yet



Strengths

Commitment to understanding needs



"Jobsity's strength is taking the time to understand what we need. . . . The ability to listen and take the time to understand what we are looking for is important. . . . Jobsity compensates and treats employees well, and they engage with their employees on a regular basis for feedback. . . . The firm reaches out to us periodically at regular intervals to get feedback on the performance of their employees and to see whether we have anything constructive to add." —C-level executive

Understanding of requirements for successful software engineering



"Jobsity's key strength is that they understand engineering and engineering culture, and they care about their employees that they contract out, and that is important. We find stronger engineers when they have a good connection with the agency they are working with." —Director

Quick response times



"Jobsity is pretty quick at responding to issues, so their time availability is a strength. They work in a similar time zone, so it is much easier to work with them. The client managers are pretty responsive as well." —Director

Opportunities

Improved communication



"Communication skills are something Jobsity's workers could come better trained in; that would help them grow. Most of the Jobsity developers come from Spanish-speaking countries, so it takes a while to get used to them, but over time they get better." —Director

Points to Ponder

What Does a Client Need to Do to Be Successful with This Service?

Clients explain

- **Clearly communicate what you are looking for:** *"Nobody is a mind reader. Just giving people a piece of paper does not mean that people understand what we need so we can be successful. There is an investment in letting the company know what we are looking for, what matters to us, and what things will make us successful. Helping people understand is very important for the company to provide us with good resources." —C-level executive*
- **Internally vet the Jobsity candidates:** *"I would say customers looking to engage with Jobsity should definitely vet out the developers, make sure that they interview developers, understand their technical skills, and have the developers go through a technical evaluation before they onboard." —Director*

Jobsity explains

- Outline the specific skills, experiences, and attributes required for the job positions you need to fill. This allows Jobsity to match you with the most suitable candidates who can seamlessly integrate into your team and meet your project requirements.
- Take advantage of Jobsity's comprehensive support services, from hiring to onboarding and retention. This holistic approach ensures that newly hired staff members are well integrated and can contribute effectively.
- Provide continuous feedback on the performance and integration of Jobsity's staff to ensure optimal alignment with your organizational goals. This fosters a collaborative environment and allows for ongoing improvements in project execution.

Other Relevant Commentary



"Jobsity is very open to providing value, and they are also very flexible." —C-level executive



"The mentality of the people is that they are hungry and want to learn, and not everybody is like that. We specifically ask for people who have that mindset and the aptitude to not be know-it-alls but to want to learn, absorb things, and have teamwork. That is also key to our success." —C-level executive

Jobsity: Company Profile at a Glance

Founder

Andres Garzon

Year founded

2012

Headquarters

New York, NY

Key competitors

BairesDev, Globant, Toptal

Number of clients

Jobsity has worked with 8 health technology companies in the past 24 months

Target client

Tier 1: Enterprise healthcare/health-technology companies

Tier 2: Small to medium-sized businesses across various industries

Number of employees

Over 400



Healthcare Executive Interview

Andres Garzon,
CEO and Founder

What is your background?

Andres Garzon has over 20 years of experience in the software development industry. As a dual citizen of the United States and Ecuador, he began his career working with US companies where he observed a shortage of skilled programmers. Recognizing the wealth of untapped talent in South America, Andres founded Jobsity to bridge this gap, connecting US businesses with top developers from Latin America. Andres is a member of the Young Presidents' Organization (YPO) and an Endeavor fellow and serves on the boards of various influential organizations. Under his leadership, Jobsity was recognized by The Financial Times as one of the fastest-growing companies in the US in 2023.

Why was Jobsity started?

Jobsity was started in order to address the growing need for skilled developers in the US market by leveraging the talent available in Latin America. The goal was to create a seamless and cost-effective staffing solution, enabling companies to access top-quality developers quickly and efficiently.

Can you share a brief overview of Jobsity?

Jobsity was founded in 2012 with the vision of becoming the premier nearshore software development partner for companies in North America. Jobsity leverages the strong engineering talent across Latin America to provide clients with a competitive advantage through high-quality software development services. With an international team distributed across 20+ countries in Latin America, Jobsity connects organizations with top-notch candidates in their time zone at competitive rates. Our expertise spans industries like healthcare, education, finance, ecommerce, energy, entertainment, and more.

How would your clients describe Jobsity's service?

Jobsity expands the hiring pool for clients by sourcing talent globally. This allows us to handpick candidates uniquely aligned with clients' goals and within their budget. We understand that outsourcing comes with risks, and clients often speak about challenges they have faced with other firms. To address this, Jobsity provides transparent pricing, our staff members operate in (or near) clients' time zones, and our proprietary recruitment process helps clients find their ideal candidates on their timeline. Our priority is to deliver unmatched support before, during, and after the hire.

What is Jobsity's biggest differentiator?

We take a consultative approach to building personal and long-lasting relationships with our valued clients. Our deep understanding of both technology and people enables us to match talent that is not only technically qualified but also aligned with the clients' company culture and goals. We believe that successful outcomes stem from knowing our clients' needs inside out and fostering genuine connections with the professionals we bring to them.

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 6+ unique organizations are considered fully rated. When the sample size is less than 6, the data is considered limited and marked with an asterisk (*). If the sample size is less than 3, no score is shown. Note that data marked as limited has the potential to change significantly as additional surveys are collected.

Jobity Performance Overview

All standard services performance indicators

Overall performance score (100-point scale) (n=3)

2024 Best in KLAS services average: 89.7



Loyalty		
Likely to recommend (1-9 scale)	(n=3)	A-*
Overall satisfaction (1-9 scale)	(n=3)	A-*
Would you buy again Percentage of respondents who answered yes	(n=3)	100%*

Operations		
Engagement execution (1-9 scale)	(n=3)	B+*

Relationship		
Executive involvement (1-9 scale)	Insufficient data	
Strength of partnership (1-9 scale)	(n=3)	A-*

Services		
Quality of staff/consultants (1-9 scale)	(n=3)	B*
Strategic expertise (1-9 scale)	(n=3)	B-*

Value		
Avoids charging for every little thing Percentage of respondents who answered yes	(n=3)	100%*
Drives tangible outcomes (1-9 scale)	(n=3)	A-*
Exceeds expectations Percentage of respondents who answered yes	(n=3)	100%*
Money's worth (1-9 scale)	(n=3)	A-*

Services grading scale (1-9 scale)				
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29	F = <5.40
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Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://www.klasresearch.com/faq).

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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