



NEARSHORE SUPPORT

DYOPATH's Nearshore Support model delivers high-quality IT services through our own in-house teams—with the responsiveness, accountability, and cultural alignment businesses expect—while providing the cost efficiencies and scalability today's organizations need. Designed as an extension of our broader managed services and DYOSPHERE framework, Nearshore Support enables clients to maintain consistent service delivery while optimizing operational spend.

Our nearshore teams operate in aligned time zones, follow DYOPATH's standardized processes, and are fully integrated into our service delivery model—ensuring clients receive the same level of performance, communication, and outcomes as onshore support.

WHAT IS NEARSHORE SUPPORT AT DYOPATH?

Nearshore Support at DYOPATH is not outsourced support—it is a fully governed, DYOPATH-managed delivery model staffed entirely by DYOPATH W-2 employees, not third-party contractors. With dedicated HR presence in our nearshore regions, we maintain direct oversight of hiring, training, and performance management. Our nearshore professionals are trained on DYOPATH tools, processes, and service standards, and operate under the same SLAs, performance metrics, and quality controls as our U.S.-based teams.

THIS APPROACH ALLOWS CLIENTS TO:

SCALE SUPPORT
COVERAGE WITHOUT
SACRIFICING SERVICE
QUALITY

EXTEND SERVICE DESK
AND OPERATIONAL
CAPACITY

IMPROVE COST
PREDICTABILITY

MAINTAIN CONSISTENT
USER EXPERIENCES
ACROSS LOCATIONS



INTEGRATED INTO DYOSPHERE

Nearshore Support is a core delivery option within **DYOSPHERE**, DYOPATH's comprehensive managed service framework built around people, processes, and tools.

WHEN DELIVERED THROUGH DYOSPHERE, NEARSHORE RESOURCES:

**FOLLOW
STANDARDIZED
SERVICE
MANAGEMENT
WORKFLOWS**

**USE THE SAME
MONITORING,
TICKETING, AND
REPORTING
PLATFORMS**

**PARTICIPATE IN
CONTINUOUS
IMPROVEMENT AND
PERFORMANCE
REVIEWS**

**ALIGN TO
CLIENT-SPECIFIC
GOVERNANCE AND
ESCALATION MODELS**

This ensures nearshore services are seamless, measurable, and fully aligned to business objectives.

USE CASES FOR NEARSHORE SUPPORT

END USER SUPPORT

Nearshore service desk teams provide Tier 1 and Tier 2 end user support, handling day-to-day issues quickly and efficiently while maintaining high customer satisfaction. This model reduces response times and improves coverage without increasing internal headcount.

INFRASTRUCTURE & OPERATIONS SUPPORT

Nearshore resources support infrastructure monitoring, routine operational tasks, patching coordination, and incident response—freeing internal teams to focus on strategic initiatives.

GROWTH & CHANGE INITIATIVES

As organizations grow, acquire new entities, or expand locations, nearshore support provides flexible capacity to absorb increased demand without disruption.

NEARSHORING



WHY CLIENTS CHOOSE DYOPATH FOR NEARSHORE SUPPORT

CONSISTENT SERVICE LEVELS & ACCOUNTABILITY

Nearshore services operate under DYOPATH's competitive SLAs—which we consistently meet—ensuring predictable response times, resolution performance, and service quality across all support models.

COST EFFICIENCY WITHOUT QUALITY TRADE-OFFS

Our nearshore model delivers meaningful cost optimization while maintaining the expertise, communication standards, and operational discipline clients expect from DYOPATH.

ALIGNED TIME ZONES & CULTURAL FIT

Nearshore teams work in closely aligned time zones, enabling real-time collaboration, faster escalation, and smoother handoffs compared to offshore alternatives.

PROVEN CLIENT SATISFACTION

DYOPATH's service delivery approach—across onshore and nearshore models—has earned a Net Promoter Score of 82, reflecting strong trust, reliability, and end-user satisfaction.

GOVERNANCE, SECURITY & QUALITY CONTROL

DYOPATH applies the same governance, security, and compliance standards to nearshore services as we do to all managed services.

**ROLE-BASED ACCESS
CONTROLS AND SECURITY
POLICIES**

**DOCUMENTED PROCESSES AND
RUNBOOKS**

**PERFORMANCE MONITORING
AND SLA REPORTING**

**ONGOING TRAINING AND
QUALITY ASSURANCE REVIEWS**

Clients gain the benefits of scale and efficiency without increased risk or loss of visibility.

DESIGNED TO SCALE WITH YOUR BUSINESS

Nearshore Support is ideal for organizations seeking flexibility as their needs evolve. Services can scale up or down based on demand, seasonal changes, acquisitions, or strategic initiatives.

Whether supporting a single function or serving as part of a broader managed services strategy, DYOPATH's nearshore model adapts as your business grows.

NEARSHORE SUPPORT FOR PRIVATE EQUITY & GROWTH-FOCUSED ORGANIZATIONS

For private equity-backed and growth-focused companies, nearshore support provides a powerful lever for operational efficiency. DYOPATH helps stabilize and standardize IT operations while improving cost predictability and scalability—supporting value creation throughout the investment lifecycle.

A SMARTER APPROACH TO GLOBAL SUPPORT

DYOPATH's Nearshore Support delivers the best of both worlds: efficiency and scale combined with accountability, performance, and a consistently positive user experience. By integrating nearshore resources into DYOSPHERE and our managed services delivery model, DYOPATH helps organizations operate smarter, move faster, and maintain control—without compromise.

Ready to explore Nearshore Support with DYOPATH?

Let's talk about building a support model that fits your business today and scales for tomorrow.