mind Links

CASE STUDY 03 · TECH & SAAS

Building a technical support and QA team in Syria

How software companies can extend support hours and testing capacity with skilled engineers in Syria.

An illustrative business case

Swipe to see the business case →

THE CHALLENGE

Your engineers should be building product, not answering tickets or re-testing releases.

01 **Support pulls on engineers**

Without a dedicated support layer, developers spend their days on tickets and bug triage.

02 **Limited coverage**

A single-timezone team leaves customers waiting overnight and over weekends.

03 **Testing bottlenecks**

Manual regression testing slows every release and lets bugs slip through.

THE TEAM

A 10-person support and QA hub, embedded in your tools

5 **Tier 1 support specialists**

First response, how-to questions and ticket triage in English and Arabic

2 **Tier 2 support engineers**

Reproducing bugs, logs and configuration issues, clean hand-offs to your developers

2 **QA testers**

Manual and regression testing, test cases and release checks

1 **Support lead**

Queues, SLAs and weekly reporting to your head of support

The team works in your helpdesk, issue tracker and Slack, with hours that overlap Europe and the Gulf.

WHY SYRIA

A talent pool most companies have not reached yet

Native Arabic, strong English

Talent that serves Arabic-speaking customers naturally and works in English with your team.

Time zone fit

Syria sits at UTC+3, with working hours that overlap the Gulf and Europe.

Educated and motivated

A large, well-educated workforce looking for stable, long-term roles with international companies.

Compliant from day one

Mind-Links handles contracts, payroll and compliance, so no local entity is needed.

HOW MIND-LINKS MAKES IT WORK

From brief to a working team, with one partner

01 Recruit and test

We source from Syria's engineering talent pool and run role-specific and English tests.

HR Services · Testing Hub

02 Contract and pay

We act as Contractor of Record: local contracts, monthly payroll and compliance.

Contractor of Record

03 Seat the team

Desks in our Damascus office with backup power and fast, reliable internet.

Workspace Solutions

04 Equip and secure

Laptops built to your specs, with access controls and device management.

IT Procurement · IT Asset Mgmt

05 Scale with the product

Grow from support into QA automation or development as trust builds.

One partner, one invoice

THE BUSINESS CASE

Faster responses and steadier releases, while your engineers stay focused on product

40–70% lower talent cost than GCC or Western markets*

Longer support hours, without adding night shifts at home

1 partner, one contract, one monthly invoice

*Illustrative scenario. Talent cost range is a Mind-Links estimate compared with equivalent roles in GCC or Western markets; actual costs depend on roles, seniority and team size.

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LET'S TALK

Ready to build your support and QA team in Syria?

Mind-Links helps international companies recruit, contract, pay and equip teams in Syria, Jordan, Lebanon and Egypt.

Book a demo

mind-links.com