

# Hiretic Closes \$4.5M Funding Round to Expand Its Global BPO Talent Network

**Burlington, Vermont Feb 14, 2026** ([Issuewire.com](https://www.issuewire.com)) - Hiretic, the BPO company building high-performing customer experience teams in emerging markets, today announced it has secured \$4.5 million in seed funding. The round was led by Neo Capital with support from several early-stage investors focused on the future of global work.

Hiretic connects fast-scaling Western brands with skilled CX professionals in markets like India, Ghana and the Philippines through a tech-enabled hiring and management platform. The company aims to replace outdated outsourcing models with an approach centered on equity, transparency and cultural alignment.

*"This raise allows us to deepen our reach into underrepresented talent markets and give our clients access to exceptional CX teams at a global scale,"* said Daniel Wilmes, Hiretic's Operations Manager and co-founder. *"We're building a network, not a call center."*

Hiretic's platform manages everything from recruitment to quality assurance, giving companies a simple way to scale up customer support without the traditional overhead or inflexibility. The company already works with more than 30 brands across North America and Europe, supporting sectors including ecommerce, fintech and SaaS.

HR Manager Paniya Merches sees the model as a win-win. *"Brands get resilient, well-trained teams that care about customer satisfaction, and professionals in emerging economies gain access to fair pay and long-term career development."*

Hiretic's growth has been fueled by rising demand for global CX coverage and a shift away from centralized support hubs. With the new funding, the company plans to expand its engineering team, launch new training programs for frontline workers and grow its operations in Latin America and Southeast Asia.

Co-founder and Head of Product Leon Tenpiner said the company is just getting started. *"Our vision is to make world-class CX accessible and sustainable for every company, and that begins by empowering the talent that has been excluded from traditional outsourcing structures."*

The raise positions Hiretic to compete with legacy BPO firms by offering a modern, mission-driven alternative for customer support outsourcing that aligns with the values of today's digital-first companies.

## Media Contact

Hiretic

\*\*\*\*\*@hiretic.com

126 College Street

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