

Case Study

ANTlabs

How ANTLabs Expanded Tech Operations With 24/7 Support



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Humanizing Growth

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Who is ANTLabs?

ANTlabs is a Singapore-based network technology company that delivers end-to-end solutions for managed service providers (MSPs), large venues, and the hospitality sector. Their WiFi-as-a-Service platform and patented service gateways power scalable internet access for telcos, ISPs, hotels, airports, and campuses across the globe.

Since 1999, ANTLabs has helped clients accelerate ROI with telco-grade reliability and enterprise-grade security. With over 10 global patents, they're known for vendor-neutral innovations in AAA authentication, DHCP/DNS services, and cloud-integrated networking infrastructure. The core services of ANTLabs are:

- WiFi-as-a-Service (ASP)
- Hospitality and Venue Gateways
- Carrier-Grade Network Solutions

Location

Singapore

Industry

IT Services

Portfolio

10+ patents, clients in telco, ISP, hospitality, and venues

Year Established

1999



The Challenges

Need to Expand Services Without Increasing Overhead

- **Lack of Affordable English-Proficient Technical Talent**

Hiring high-quality technical talent in Singapore became cost-prohibitive, especially for customer-facing roles requiring strong English proficiency.

- **Limited Offshore Hiring Experience**

While offshoring offered a clear solution, ANTLabs lacked experience managing a remote team and navigating unfamiliar employment markets.

- **Need to Scale Services While Controlling Costs**

To support expansion into new regions without affecting customer service, ANTLabs needed to grow its technical support operations efficiently and sustainably.





The Solutions

End-to-End Offshoring With Zero Disruption

- **Fast Talent Sourcing and Onboarding**

Penbrothers sourced and onboarded skilled Filipino tech professionals within 30 days, ensuring zero service disruption during the transition.

- **Full HR and Compliance Support**

Beyond hiring, Penbrothers managed payroll, tax compliance, employee engagement, and performance tracking, freeing ANTLabs from administrative overhead.

- **Flexible Setup with Continuous Support**

Penbrothers provided office space, learning and development, and ongoing HR support, allowing ANTLabs to remotely manage the offshore team with minimal supervision.





The Results

Expanded Tech Operations With Round-the-Clock Coverage

- **Launched 24/7 Global Support**

The offshore team ensured round-the-clock customer service, helping ANTLabs meet global client demands and scale operations seamless.

- **Boosted Efficiency Without Quality Loss**

Despite going offshore, service quality remained consistently high, thanks to talent alignment, structured support, and a proactive HR partner.

- **Cut Technical Role Costs by 83%**

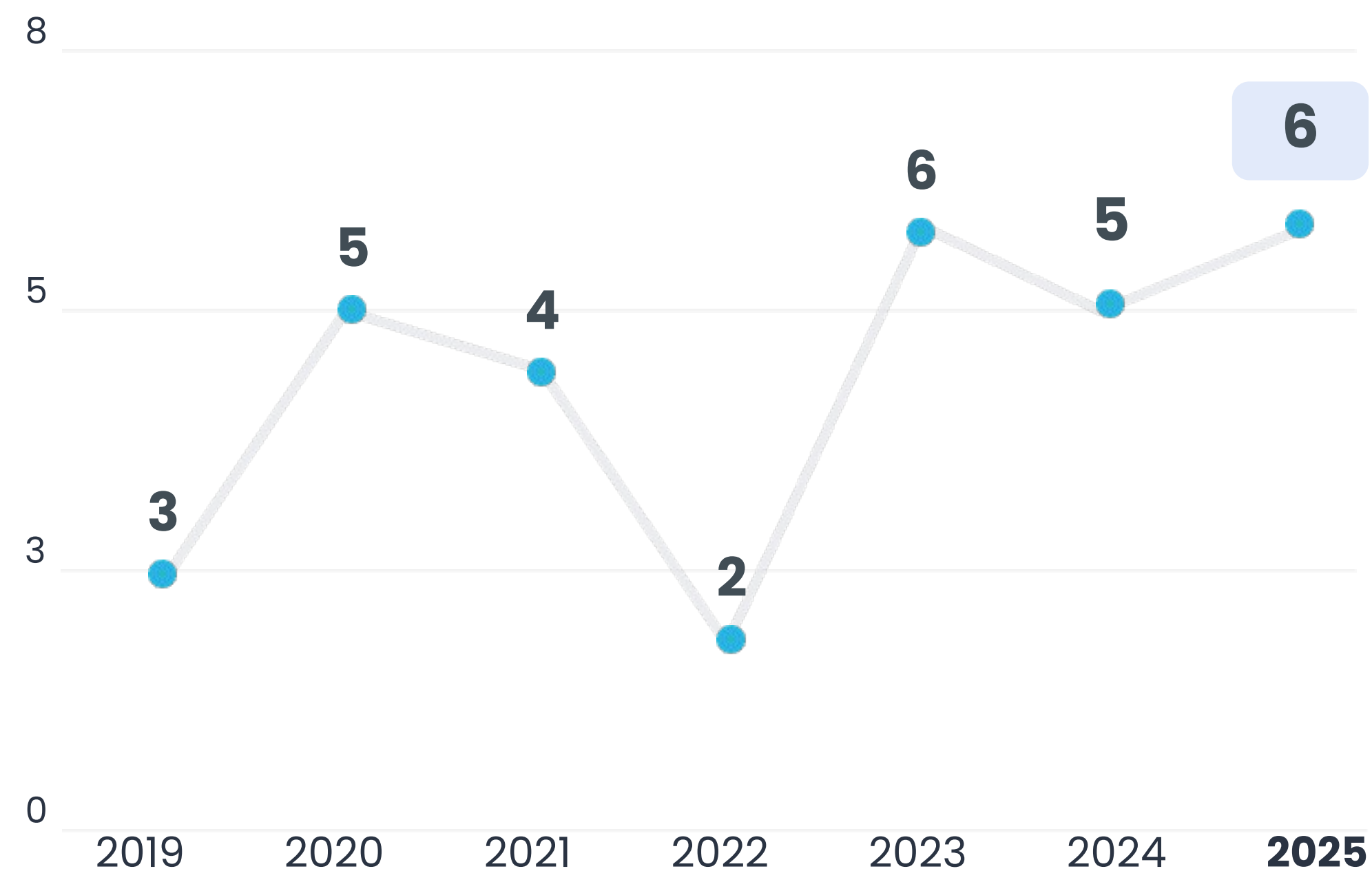
Offshoring to the Philippines enabled ANTLabs to reduce per-role costs by 81%, allowing reinvestment into other growth areas.



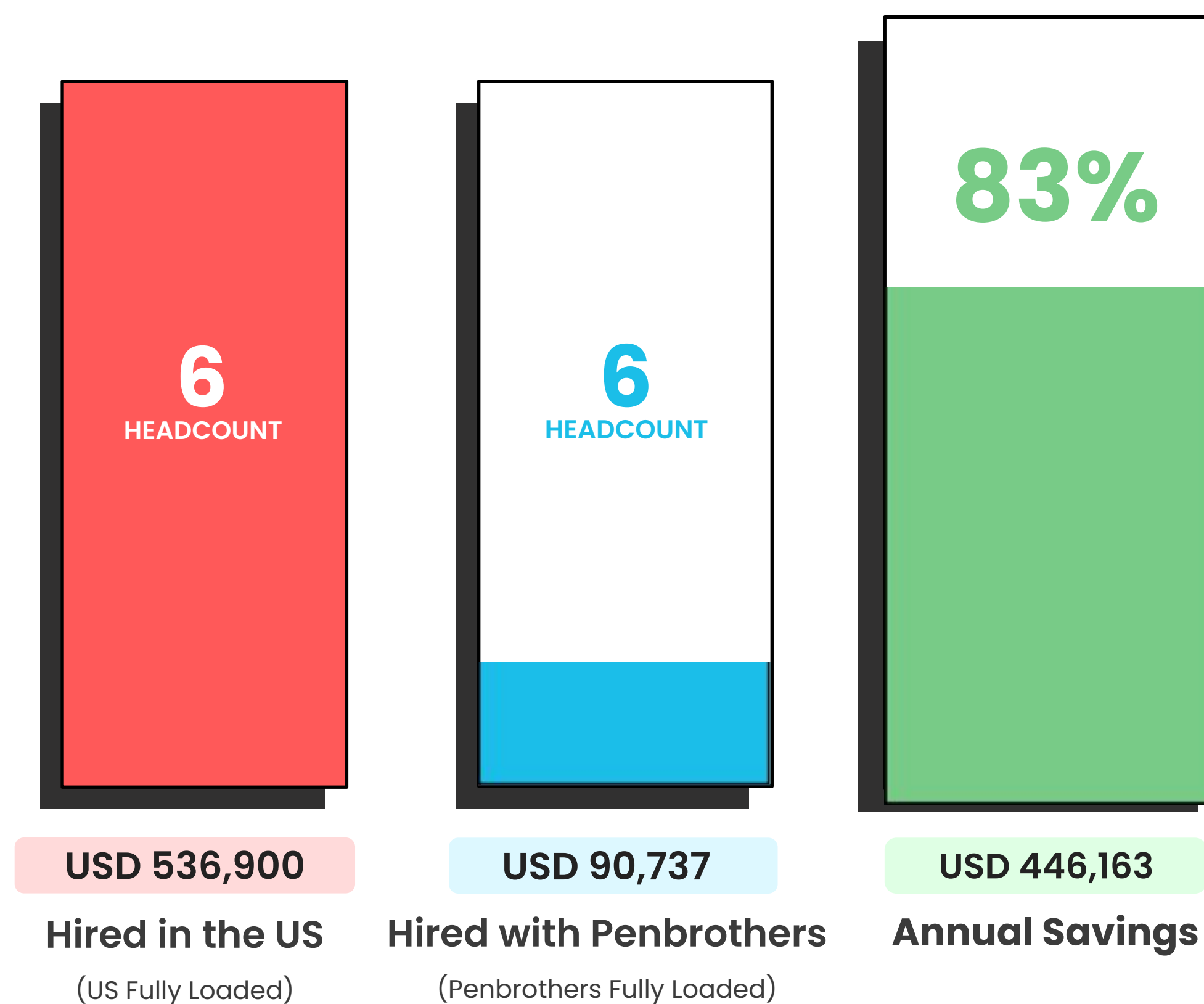


The Analytics

Headcount Growth



2025 Salary Cost Savings





Testimonials

"The members from Penbrothers are always ready to assist us and often provide valuable suggestions and insights on how to achieve our objectives. This proactive approach and positive attitude make working with Penbrothers not only productive but also enjoyable."



Clara Wang Qi

Finance And Administration Manager, ANTIabs

Grow Faster and Smarter.

Build 24/7 technical support with a fully managed offshore team.

Talk to Us

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 **PENBROTHERS** | Humanizing Growth

