NTT DATA

Technical services

Staffing solutions

Skilled and certified IT personnel whenever and wherever you need them

Expanding your IT resource base with Technical Services

The success of IT projects is critically dependent on the quality of the execution, and the ability to rapidly connect business requirements with technical and project management services. As a global leader in IT services and solutions, our difference lies in the quality of our people and the ability to rapidly deploy our resources for their end-to-end capabilities and global coverage. Strong partnerships with leading technology providers gives us unique insight into emerging technologies and roadmaps that allows us to design, integrate and execute technology solutions. Global reach and local relevance leverages the depth and breadth of all of our capabilities, across technologies and vendors.

Our Staffing Solutions provides you with skilled IT resources that you can hire on contract to work on-premise, remotely or using a hybrid approach. Experienced project and program managers can plan and deliver your portfolio of projects in a time-critical and cost-effective manner to reduce risk and optimize success. We leverage all of our organizational capabilities to achieve your business objectives.

Our interim placement solutions provide companies with the option to engage our skilled project management office and/or technical resources on a predefined contract basis. Typically, these projects range from intelligent infrastructure, data center and storage, operating environments and messaging, to call center and network management expertise that is secure by design.

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> With our services, you can quickly expand your resource pool – when needed – to achieve specific project objectives, without having to bear the long-term costs of the additional headcount.

Challenges our Staffing Solutions can address:

- A lack of in-house capabilities and advanced competencies to design, deploy and execute in the timeframe required to meet their customer or business needs.

- A lack of capacity and the need to focus limited internal IT teams on strategic business initiatives. Engage us to augment your workforce to deliver on existing technology initiatives, technology refresh, cyclical workloads, leave or other critical period support requirements.

- Implement technology solutions that require accelerated time-to-value that would otherwise be delayed with traditional IT support structures.

- Incubate business solutions using smart technology and rapid prototyping methodologies which we can support from the business case through implementation.

- The need to improve operational and business performance no matter where you are on your digital journey through leveraging our advanced methodologies and automation which may not exist in your organization.

- The need to access a pool of technical experts, qualified in multiple technology and project domains, without the costly and often lengthy process of sourcing full-time employees in a highly-competitive, scarce skill market.

Our leading IT Staffing Solutions Services include:

- Site surveys, technical design, staging, rack-and-stack, install, full configuration, in-service validation and knowledge transfers

- Ad-hoc maintenance services for mission-critical ICT systems

- Operational management and IT support services

The process

While bringing invaluable expertise and skills to any assignment, our resources will take full direction from your designated team managers. Agreements can be structured either in terms of a master services agreement or a standalone statement of work. This agreement will be put in place before the placement and engagement.

Resources are typically deployed for an agreed fixed period with clear roles and responsibilities, especially as to the ownership of outcomes or simply providing your management team with additional capacity and capability billed on a time-and-materials basis.

We can offer the following expertise:

- Technical Architects

- Technical Implementation Engineers

- DevOps and Automation Engineers

- Project and Program Managers

These resources can be employed individually, or as a team, to meet your unique business requirements.

The right qualifications

Whether your IT department is constantly under pressure to do more with less, experiencing short-term operational issues, or it's part of your strategic plan, our Staffing Solutions offer you the IT resources and skills required to achieve your business outcomes without adding to your headcount. Our technical experts and skilled problem solvers help you complete your technical engagements, whether on an ad hoc basis or through a longer-term contract. More than just engineers and project managers, they are problem solvers, trained to look for innovative solutions to uncommon problems. In addition to technical knowledge, our teams have the business acumen necessary to integrate IT solutions into business processes.

Our experts

Technical Engineers

A Technical Engineer is assigned to complete specific tasks developed as part of an agreed plan. Typically, this plan will be developed by either a Technical Architect and/or a client, with a specific goal to provide support, resolve operational issues, or deliver as part of project's deliverables.

Roles and responsibilities

- Reviews the portion of the operational support plan relevant to the engineer's tasks
- Completes tasks assigned at agreed schedules
- Executes client acceptance tests in line with the criteria developed in the technical plan
- Documents execution details for report consolidation
- Performs tasks as assigned by the client within the scope of work agreed at the point of engagement

Profile

- Relevant qualifications for the specific assignment
- Relevant experience to the agreed scope of work with an emphasis on hands-on execution of tasks
- Good communication skills

Technical Architects

Our Technical Architects have the required industry qualifications and experience. They're appointed with the overall responsibility of providing technical expertise pertaining to a client's project or problem resolution, based on a good understanding of the business or operational requirements.

Roles and responsibilities

- Reviews client requirements and research appropriate technical solutions
- Provides recommendations on potential technologies and solutions to the client
- Develops a detailed technical operations support plan to be executed by the consultant or by a team of engineers
- Develops user acceptance criteria
- Co-ordinates with the client or Project Manager to execute the plan
- Documents the overall technical solutions for future reference and as the basis for sign-off on assignment completion

Profile

- Industry qualifications corresponding to the specific assignment (e.g. CCIE, MCSE, EMC/VMware Certified Professional)
- Extensive experience in similar roles
- Good communication skills and ability to work as part of a project team
- Willingness to take the lead on technical solutions
- Good documentation skills

Project Managers

A Project Manager takes overall responsibility for ensuring that the project objectives are fully met. Conversant with the business deliverables of the project, the Project Manager is central to planning, stakeholder communication and execution processes.

Roles and responsibilities

- Appraises the project management plan to ensure the defined scope, time, cost, safety and quality requirements are compliant with the project
- Identifies any new or changed risks within project activities
- Integrates and reviews project checkpoints and milestones into project schedule in order to monitor and test quality of deliverables •Manages change variations to ensure project objectives are not jeopardized
- Verifies that assigned tasks are complete, including appropriate authorized changes

Profile

- Industry qualifications (e.g. PMP, PRINCE2, PgMP, Agile, SAFe)
- Active participation in project management forums
- Familiar with adaptations of our Primer Solutions Development Methodology

Benefits of our Staffing Solutions:

- Ability to fully optimize technology investments to gain the outcomes expected

- Access to the technical expertise needed when and where they are required

- Ability to automate and improve overall operational efficiencies

- Decreased technical and commercial risks of deployments

- Lower operational costs by using temporary resources to augment current capability

- Skilled resources on demand – flexible and cost-effective for short periods (e.g. 1 to 3 months) or longer-duration contracts (up to 12 months)

- Reduce resources as projects complete or sustain the staffing arrangement for long-term ICT staff augmentation

- Agility that enables ICT to rapidly scale as business demands grow or change

- Proactive staff management option available for the duration of the contract

- Flexible commercial and billing options, dependent on engagement and project structure

About NTT?

As part of NTT DATA, a USD 30 billion IT services provider, NTT Ltd. is a leading IT infrastructure and services company. Through technology and innovation, we deliver a secure and connected future that empowers our people, clients and communities. We transform our clients' businesses and technology at the pace they aspire to, delivering the outcomes they want with the services they need. Leveraging our digital backbone and digital platform, we focus on delivering technology-as-a-service. We lay the foundation for organizations' edge-to-cloud networking ecosystem, simplify the complexity of their workloads across multicloud environments, and innovate at the edge, where network, cloud and applications converge. We offer tailored infrastructure and ensure consistent best practices in design and operations across all of our secure, scalable and customizable data centers. And on the journey towards a software-defined future, we support organizations with platform-delivered infrastructure services.

Get in touch

For more information on our services or to connect with us, please visit our website.