

# Staffing Solutions

Leveraging grounded experts for successful IT execution



## Expanding your IT resource base

The success of IT projects is critically dependent on the quality of the execution, and this in turn rests upon the **experience** and **technical expertise** of the people involved.

As the leading independent IT services and solutions company in Asia Pacific, Dimension Data's decisive difference is the **quality of the people** we're able to put on the ground.

Dimension Data's Staffing Solutions service provides your company with skilled IT personnel that you can hire on contract to work on your premises, to design and deploy your projects in the fastest possible and the most cost-efficient manner.

Your company can now access our experienced and well-trained consultants to ensure that your IT architecture is future-proofed and highly robust.

Our interim placement solutions provide companies with the option to engage Dimension Data's skilled IT personnel on a transitory basis to help implement, manage and support IT projects. Typically, these projects might range from infrastructure, data centre and storage, operating environment and messaging, to call centre, security expertise and network management.

**Get problem solvers**, not just engineers. Dimension Data consultants combine sound business fundamentals with **expert IT** and networking knowledge to **develop the right IT solutions** for your company.

Our Staffing Solutions consultants are also available to provide best-of-breed IT support services comprising the following:

- Maintenance services for mission-critical IT systems
- Operational management services for networks and IT systems
- IT support services for network and security infrastructure

Dimension Data's Staffing Solutions service is ideal for companies faced with skill shortages that can hinder their ability to carry out necessary IT projects or to deliver an adequate level of IT support.

Companies that routinely experience cyclical workloads will benefit from having expert IT personnel on-call to help them tide over peak periods. In the same way, this solution bolsters IT resources during popular vacation periods when regular staff are away from the office.

With a pool of experts qualified in multiple fields, hiring Dimension Data's skilled IT consultants fast-tracks your company's deployment and support of new technologies without necessitating the costly, and sometimes lengthy process of hiring full-time employees with the necessary qualifications.

With Dimension Data's services, companies can quickly **expand their resource pool** – when needed – **to achieve specific project objectives**, without having to bear the long term costs of the additional headcount.

## The process

While bringing invaluable expertise and skills to any assignment, Dimension Data IT personnel hired by your company will take full direction from your designated team managers. Agreements can be structured either in terms of a master services agreement or a point-by-point stand alone services agreement. This agreement will be put in place before the engagement begins as a usual element of the placement process.

We can offer expertise in the following positions:

- Technical Engineers
- Technical Consultants
- Project Managers

These consultants can be employed individually, or as a team, to meet your unique requirements. Typically, they would be deployed for no less than three months on any given assignment.

## The right qualifications

With many IT departments constantly under pressure to do more with less, Dimension Data's Staffing Solutions service is an ideal solution for increasing your IT resources without adding to your headcount.

The decisive advantage could be as simple as obtaining the most qualified and experienced people to implement your IT projects.

Dimension Data has invested heavily in selecting, training and certifying our consultants, who are equipped with extensive field experience on some of the most complex IT implementations. More than just engineers, they are problem solvers, trained to look for innovative solutions to uncommon problems. In addition to technical knowledge, our consultants have the business acumen necessary to integrate IT solutions into business processes.

## Flexible billing options

Dimension Data's consultants on placement typically bill monthly or quarterly, depending on the project's requirement.

## Experts for your network

Technical Engineers	Technical Consultants	Project Managers
<p>A Technical Engineer is assigned to complete specific tasks developed as part of a technical plan. Typically, this plan will be developed by either a Technical Consultant or a client, with the goal of resolving a specific support or operational issue; or part of a project's deliverables.</p>	<p>A Technical Consultant possesses industry recognised qualifications and experience. He or she is 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.</p>	<p>A Project Manager takes overall responsibility for ensuring that the project objectives are satisfactorily met. Fully conversant with the business deliverables of the project, the Project Manager is a central figure when project management plans are drawn up, and is involved in both general planning and central processes.</p>
Roles and responsibilities:	Roles and responsibilities:	Roles and responsibilities:
<ul style="list-style-type: none"> <li>• Reviews the portion of the operational support plan relevant to the engineer's tasks</li> <li>• Completes tasks assigned at agreed schedules</li> <li>• Executes client acceptance tests in line with the criteria developed in the technical plan</li> <li>• Documents execution details for report consolidation</li> <li>• Performs tasks as assigned by the client within the scope of work agreed at the point of engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Reviews client requirements and research appropriate technical solutions</li> <li>• Provides recommendations on potential technologies and solutions to the client</li> <li>• Develops a detailed technical operations support plan to be executed by the consultant or by a team of engineers</li> <li>• Develops user acceptance criteria</li> <li>• Co-ordinates with the client or Project Manager to execute the plan</li> <li>• Documents the overall technical solutions for future reference and as the basis for sign-off on assignment completion</li> </ul>	<ul style="list-style-type: none"> <li>• Appraises the project management plan to ensure defined scope, time, cost, safety and quality requirements are compliant with the project</li> <li>• Identifies any new or changed risks within project activities</li> <li>• Integrates and reviews project checkpoints and milestones into project schedule in order to monitor and test quality of deliverables</li> <li>• Manages change variations to ensure project objectives are not jeopardised</li> <li>• Verifies that assigned tasks are complete, including appropriate authorised changes</li> </ul>
Profile	Profile	Profile
<ul style="list-style-type: none"> <li>• Relevant qualifications for the specific assignment</li> <li>• Relevant experience to the agreed scope of work with an emphasis on hands-on execution of tasks</li> <li>• Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Industry qualifications will commensurate with the specific assignment (e.g. CCIE, MCSE, EMC/Vmware Certified Professional)</li> <li>• Extensive experience in similar roles</li> <li>• Good communication skills and ability to work as part of a project team</li> <li>• Willingness to take the lead on technical solutions</li> <li>• Good documentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Industry qualifications (e.g. PMP, PRINCE2, PgMP)</li> <li>• Active participation in project management forums</li> <li>• Familiar with adaptations of Dimension Data Primer Solutions Development Methodology</li> </ul>

## About us

Dimension Data is a specialist IT services and solutions provider that helps clients plan, build, support and manage their IT infrastructures. Today we're positioned at the forefront of networking and communications in 51 countries on five continents around the world.

By continually building on our knowledge and expertise in IT infrastructure technologies, Dimension Data has become a global leader in the provision and management of specialist IT infrastructure services and solutions.

Drawing on the expertise of over 12,000 employees, and backed by a solid track record of over 28 years, Dimension Data applies its expertise in networking, converged communications, security, data centre solutions, as well as Microsoft and contact centre technologies. Our unique skills in consulting, integration and managed services to create customised solutions ensure that over 6,000 of our clients have achieved their business goals.

All great relationships start with a conversation. Why not give us a call?

We welcome the opportunity to assist you in achieving your business ambitions. To set up an appointment, simply visit our website at [www.dimensiondata.com](http://www.dimensiondata.com).

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