

Staff Augmentation Services



SERVICE BENEFITS

- In-house Solution Expertise
- Direct Link to Support
- Access to entire PS team knowledge/skills
- Proactive Solution Support
- Extended Operational Training
- Augment Staff Skillsets

BEYOND THE SOLUTION

Beyond the Sierra Wireless solution, the Staff Augmentation service allows customers to leverage the skills and knowledge of the on-site network engineer across other projects and disciplines within the customer environment. This can provide a positive impact to customer operations across the board, including contribution to the available pool of man-hours for the customer staff, potentially accelerating other project timelines. Our Professional Services team is skilled across multiple IT disciplines, including network routing, security, VPN, wireless, database and many others. This service allows the customer to capitalize on that knowledgebase to the benefit of their entire organization.

About Sierra Wireless

Sierra Wireless is building the Internet of Things with intelligent wireless solutions that empower organizations to innovate in the connected world. We offer the industry's most comprehensive portfolio of 2G, 3G, and 4G embedded modules and gateways, seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide trust our innovative solutions to get their connected products and services to market faster.

For more information, visit www.sierrawireless.com.

Overview

Sierra Wireless is the leader in wireless networking systems that provide organizations with secure, manageable end-to-end communications, addressing both mobile and fixed wireless communications needs. As a market leader, our Professional Services Team possesses a wealth of expertise in designing and implementing fixed and mobile enterprise networks in support of a wide array of enterprise applications and communications challenges.

Sierra Wireless offers world-class Professional Services to deliver on the promise of *always-on* wireless communications, enabling both fixed and mobile needs and applications.

The Sierra Wireless Professional Services team provides Staff Augmentation Services to provide customers with an on-site engineer with expertise in the Sierra Wireless network solution, as well as operational informational technology systems.

The Challenge

Sophisticated information technology solutions require significant operational knowledge on the part of customer IT staff to manage and maintain upon completion of a solution implementation. Obtaining the required knowledge and skills involves an investment in training, but in-depth operational knowledge comes from continued management and maintenance of the solution. This fact can put many organizations into a catch-22 situation where operational efficiency is negatively impacted, especially in the first year, post-install.

The Solution

The Sierra Wireless Professional Services team offers Staff Augmentation services, designed to provide customers with a dedicated, on-site network engineer to augment customer staff. This offering can provide significant value, not only by addressing the post-install knowledge gap, but also by providing knowledge transfer to the customer staff while "on the job". The end result is more efficient management and operation of the solution, bridging the required skill-sets until the native staff is brought up to a sufficient knowledge and skill level.

The Staff Augmentation service provides a direct link to the entire Professional Services team, their institutional knowledge/skills and their experience with a wide range of systems, use cases and applications. Additionally, this service provides a resource that functions as Tier 1/Tier 2 support at your location. This results in more efficient issue escalations and faster time-to-resolution.

