

Resource Solutions

Service Definition Document

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Service Description: Resource Solutions

Flint Technology Services' (FTS) Resource Solutions service is a flexible and strategic approach to workforce management. The service can be delivered in a number of ways depending upon the needs of the organisation. It may involve supplementing an organisation's internal team with external talent to meet specific skill requirements or address temporary resource gaps. In other cases a whole engineering or delivery team may be required to undertake a specific Statement of Work which requires a business outcome. This Service allows companies to scale their workforce up or down based on project demands that can support their CAPEX/OPEX challenges, without the long-term commitments associated with traditional hiring.

FTS can provide both staff augmentation, as well as permanent recruitment services presenting flexibility to our customers in the type of resource engagement and hiring they wish to adopt.

Example Services:

- Team Augmentation
- Contract Recruitment
- Project Delivery Augmentation

Team Augmentation

Our approach is both flexible and strategic, allowing us to quickly integrate with your processes and culture to fill the capacity gaps within your organisation effectively. By conducting a thorough analysis of your project needs and goals, we are able to provide the required talent from our pool of experienced IT and Technology specialists. This seamless integration ensures that our clients can scale their teams up or down as needed, without the overheads associated with permanent hiring.

Benefits:

- Access to a wide range of expertise and skills enabling you to tackle complex projects with confidence
- Enhanced flexibility, allowing for rapid adjustment to project demands and market changes.
- Minimises recruitment and training costs, offering a cost-effective solution to scaling your workforce

Contract Recruitment

Our approach is client-centric and tailored ensuring we understand your specific project needs and organisational culture before matching you with highly skilled professionals who can seamlessly integrate into your teams. We pride ourselves on our rigorous selection process, which guarantees that we provide the required expertise to meet your unique challenges and business objectives.

Benefits:

- Increased operational flexibility, allowing businesses to scale their workforce up or down in response to project demands without the long-term commitments associated with traditional hiring
- Reduce the time and cost associated with recruiting and onboarding new resources
- Access to a diverse pool of specialised skills and expertise, enabling clients to tackle complex project and initiatives with confidence

Project Delivery Augmentation

Our approach involves a deep understanding of your project requirements and business goals, enabling us to provide skilled project managers that fit seamlessly into your existing teams. These professionals are not only adept in leading projects to successful completion but also in adapting to clients project management methodologies and culture, ensuring a smooth integration.

Benefits:

- Enhanced project leadership and oversight ensuring projects remain on track, within budget and aligned with strategic objectives
- Expert insights into project planning and execution, driving efficiency and innovation
- Flexibility of augmenting project management resources with Flint allows for scaling according to project demands, offering a cost-effective alternative to permanent staffing

Case Studies:

Case Study: Resource solution for Major UK Service Provider

Business Issue:

A Tier-1 UK Mobile Network Operator was facing challenges with the quality of talent and pricing offered by their incumbent suppliers for contingent resources. The Operator required skilled professionals who could start immediately, delivering both project management and technical capabilities across various departments

Solution:

FTS, known for our high-quality resources was enlisted to address the talent gap within the Operator's organisation. We utilised our expertise in professional services to provide well-vetted contingent workforce that could seamlessly integrate and contribute to the Operator's immediate and long-term objectives.

Approach:

FTS worked closely with the Operator's stakeholders to develop precise role descriptions, ensuring a deep understanding of the team dynamics and cultural nuances. This enabled the identification of the optimal talent mix to fill the existing resource gaps. Flint committed to stringent internal resourcing metrics focused on speed, quality and efficiency. This involved Subject Matter Experts conducting interviews and technical assessments prior to candidate submissions. Selected candidates were then collaboratively onboarded to the required team.

Customer Benefit:

- Candidates vetted by Subject Matter Experts for Project Management and Technical roles
- Single point of contact for the customer to provide attentive support for requests, feedback and escalations
- Regular monitoring of candidate performance through check-in calls post-onboarding to ensure continuous alignment with the customers goals
- Associate Engagement Specialist was assigned to candidates to provide a point of contact, regular check in calls and support with ad-hoc queries, timesheet queries etc.
- Implemented a web-based portal to manage candidate timesheets and approvals
- Flexible hiring solutions tailored to fit the clients budgetary needs, including; As-a-service, T+M, and Fixed Scope of Work project

Why Flint Technology Services?

We are a trusted delivery partner providing knowledge and expertise with our technical specialists. Flint Technology Services has a proven track record of successfully delivering a wide range of services to both public and private sectors, from providing technical recommendations to large complex transformation programmes. We believe we are the ideal partner and bring the following:

- **Empowered by Ownership:** Unparalleled commitment and motivation, driving innovative solutions and exceptional customer service through a workforce deeply invested in our collective success.
- **Flexibility & Scalability:** We are adaptable, flexible, and easily accommodate changing demands and innovative engagement models, while also scaling our support to meet project demands.
- **Delivery-Focused Approach:** We have successfully delivered projects of all sizes, from small scale projects to large complex projects.
- **Skill Transfer:** With each project we ensure a seamless transfer of knowledge and skills, committing to collaborate with stakeholders at all levels to share our expertise and best practices. Additionally, we offer product training to enhance understanding and application of new solutions.
- **Technology Expertise:** Flint Technology Services expertise is in networks, Mobile and Fixed core and access, Software Defined Networks, Virtualisation, Containerisation, Private/Public/Hybrid Cloud Solutions, Application Performance Management and Observability.

Flint Technology Services – Work Packs

FTS provides a range of Service Work Packages which can be customised to meet your business requirements and challenges. Examples of these Services and Technology areas are shown below:

Applicable across all FTS Services

- New Product Introduction
- Service Migration
- BAU Operations and Support
- Software development
- Testing Services

Broad range of technology

- Data Centre
- Virtualisation / Containerisation
- Management and Orchestration
- Advanced Routing and Switching
- Software Defined Networks
- Network Security
- Network Automation
- 3G/4G/5G MPC/EPC
- NFV & Telco Cloud
- Private Networks

