

Case Study

Basic Data

Subject: Supporting customer R&D projects with Ericpol IMS skilled engineers

Industry: Telecommunications

Service: Staff Augmentation/Support & Maintenance, Test & Verification

Customer: World's largest telecommunications equipment vendor

Location: UK, Sweden, Poland

Timeframe: I quarter 2009 - Present

Tools and Technology: TTCN, Perl, Expect, TSP, IMS (SIP, DIAMETER, H248, LDAP, HTTP)

Case Description

Part 1 – Customer Benefits

- Customer achieved significant acceleration in product development by augmenting their staff with Ericpol engineers in an overloaded project area
- Customer achieved flexibility in resource allocation. Having access to a pool of qualified engineers, Ericpol guarantees smooth ramp-ups and ramp-downs in ongoing projects of 10-20%
- Customer was able to decrease the project cost without a reduction in scope. Customer received experts with required knowledge and experience without facing the necessity of knowledge transfer or training
- Customer was able to improve efficiency of test environment by having experts available on site and a Polish engineering team performing regular duties remotely, in parallel

Part 2 – Challenge

In the beginning of 2009, the world's leading telecommunications vendor turned to Ericpol to support its existing project staff with highly skilled IMS engineers. Customer faced numerous challenges in the project, including a relatively low level of staff retention as the most critical issue. At that time, the pressure on the project was high, and there were no additional internal resources available to augment the team. By teaming up with Ericpol, customer expected to acquire engineers with required IMS and software test competences, ready to immediately join the project activities, with no lead time for on-the-job training or other related operational costs.

Part 3 – Responding to the challenge

Ericpol's engineers were relocated to customer site and assigned to the most important areas of the project to support work teams in their tasks. The assignment plan called for a gradual increase in the workload and involvement of Ericpol engineers on customer site. Working on customer premises, they gained specific competences relating to the customer's product and became proficient in the customer's way of working and processes. Soon, the Ericpol engineers' competences were proven and the positive feedback on their performance prompted the customer to propose extending the collaboration to include building a local support team in Poland. Because of the good quality, performance and motivation of Ericpol's engineers in their early efforts, cooperation now proceeds very smoothly between experts working at customer site and the off-site team working remotely from Poland. Ericpol staff on-site rotate two times per year, with returning experts becoming mentors for the new

team members. Engineers relocated to customer site are excellently positioned to gain specific product knowledge, to become experienced project team members, and to pass that knowledge onto their colleagues upon returning.

Maintaining the quality of communication in a remote configuration proved to be the single most important criterion for success. Polish engineers were virtually embedded in the customer organization, taking part in all project meetings via teleconferences, being subscribed to project mailing lists and discussion forums. Enjoying access to all the tools and information, as their counterparts on site, they are able to carry out their duties effectively and efficiently while maintaining an overview of the entire project area.

Customer satisfaction at teaming up with Ericpol is reflected in the constantly increasing involvement and volume of Polish engineering manpower used in customer projects.