



Providing You the Expert Resources You Need

Buyer beware! Engaging the proper skill-set can either be a game-changer, or a “boat anchor” for the project.

UltraVox will do what it takes to assist you to extend your team or fill in the technical gaps of your development resources all while keeping your standards and expectations high. UltraVox goes over and beyond so we can fully understand the value price point and knows you are looking to balance augmenting your team with experts within a reasonable budget.

We work with you to understand your business needs as well as make sure we provide the right engineer with the talent you need and that not only fits those objectives, but also fits your overall team’s personality. We also assist you to develop a solid strategy that will staff a project and respond to business objectives seamlessly.

We can provide the talent to fit any and all needs you may have. They can be all forms of IT/network infrastructure engineers or voice and contact center engineers to even project managers.

Project Managers

Our project managers have years of experience leading implementations, and have the leadership skills necessary to implement best practices and sound methodologies. They manage complex software implementations and teams spanning multiple departments while keeping budgets and timelines in check. They also translate the solution into well-defined tasks, durations, resources and financials, provide leadership, coordination, and guidance on day-to-day execution of in-scope project tasks. They will be the focal point to manage communications with vendor’s Project Manager. They will work with Client IT and vendor on any issues associated with project delivery.

Build Analysts

Our build analysts have in-depth knowledge of multiple software. They know various best practices for configuring the software to best suit your needs, have experience in Microsoft Visio, and can lead DBVs and Reengineering sessions. They lend technical expertise in build, integrations, testing and training.

Application Developers

UltraVox has some of the best application developers in the industry. We can do customer development, CRM integrations, database development, Web and Mobile development, Business Intelligence and more. We use an efficient and flexible software development methodology that includes rapid development sprints, paired programming and automated testing to deliver your applications quickly with the highest quality.



Data Centers Engineers

The modern data center is the heartbeat and nerve center of all cloud-based architectures, whether in the private, hybrid or public sectors. If you're contemplating moving your workloads to a virtual private cloud environment, you need multi-skilled talent with the capabilities to span the many different, but critical, areas of the data center.

Top skills demanded include:

- Server Specialists (HPE, Dell, IBM, Cisco UCS, Lenovo)
- Virtualization (VDI) Engineers (VMware, Citrix XenServer/XenDesktop)
- Storage Engineers (EMC, NetApp)
- Network Switching/Routing (Cisco Nexus, others)

Cloud – both data/IT and voice Engineers

The ability to assess, plan, test and execute are critical to success, and leveraging the right experience is crucial. Deep knowledge and the ability to leverage hosting providers and other cloud-based service providers are key to managing overall cloud architectures and in providing solutions. Whether you are planning a Platform as a Service (PaaS), Infrastructure as a Service (IaaS) or Software as a Service (SaaS) solution, we can help.

Top skills demanded include:

- Cloud Architects (AWS, Azure, Google)
- Cloud Application Specialists
- Cloud Assessors and Migration Specialists
- Cloud Orchestration and Tooling Specialists

Network Infrastructure Engineers

It is these networks that are the backbone of cloud services, data centers, security architectures and business applications throughout the world.

Top skills demanded include:

- Cisco Route/Switch/Wireless Engineers
- CCIE-, CCNP-, CCNA-Certified Engineers
- Juniper
- HP
- Riverbed
- F5

Cyber Security Engineers

The top specialists we regularly provide include:

- Security Architects and Consultants
- Cloud, Data Center, Network Security Specialists
- Security Engineers Specializing in: Cisco ISE, Checkpoint, Fortinet, Juniper
- Security Information and Event Management (SIEM) Specialists

Protecting the security landscape from the latest generation of polymorphic (changing and masking) attacks is reshaping the need for spot-on security architects and specialists. Cybersecurity continues to evolve, and it now requires an all-time, more intense level of knowledge of digital intelligence and broader data behavior pattern analysis while leveraging the right tools and methodologies. Quickly diminishing are the days of stand-alone point security products such as firewalls and signature-based detection methods only.



Staff Augmentation Considerations

When would an IT department use staff augmentation? Although the answers vary, most staff augmentation projects fall into one of the following categories.

1. The department is unable to hire or retain sufficient staff to meet its normal workloads. For companies that are installing large software suites such as SAP and Oracle, the situation can be exacerbated by the demand for IT staff with this specialized expertise. In these cases, contractors are brought in to fill the gaps. They can be viewed as temporary staff, used until permanent employees are hired.

2. IT needs additional staff for a specific project. During large system development projects, IT may need more designers, coders, and testers than it has on its staff. Rather than hiring permanent staff when there is no long-term need, IT organizations can use contractors to fill the gaps.

3. The department seeks staffing level flexibility. Some companies and industries have a history of boom-and-bust staffing. As economic conditions change, major projects are cut and staff levels are reduced. To avoid having to periodically lay off employees, some companies keep only a core staff, and use contractors during the boom times. Although they pay more on a daily basis for contract staff, they avoid the expense and pain of severing employees.

4. IT needs specialized skills or knowledge. During a period of rapid technological change IT may want to initiate projects using new technology. In most cases, it will not have existing staff with the needed skills. While it could contract with an outside firm to do the development, an alternative approach is to rent the expertise in the form of contractors who will work with in-house staff, providing on-the-job training and knowledge transfer. A primary advantage of this approach is the fact that short-term staff augmentation results in a permanent upgrading of in-house skills.

5. The company wants to retain day-to-day control of all staff. Some corporate cultures are not compatible with the transfer of responsibility and task level accountability that outsourcing demands. For these companies, staff augmentation can fill the gaps in staffing levels and expertise, without requiring a cultural shift.

The primary advantage to staff augmentation is the flexibility it gives the IT department. Because of the short-term and ad hoc nature of hiring contractors, IT can move quickly, bringing on additional staff for specific projects and removing them as soon as the work is complete. Flexibility extends to the actual hiring decisions. Although many companies have a list of preferred suppliers, the IT manager normally has a choice of several vendors, and can choose the firm whose employees most closely meet the manager's requirements.



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