



Professional Support Services

A Smarter Approach to Specialist IT Staff Augmentation

Enterprises spend \$billions on augmenting their specialist IT resource, many don't see the return. Cost reductions become over-runs, management focus is increased, and reliability and quality challenges mean specialists often add to delivery times, not cut them. The answer lies in a radically different approach.

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1.

The Rise of IT Outsourcing

From digital transformation to modernizing legacy, organizations are making more demands on IT, and exposing specialist skills gaps and the growing IT talent crunch. Gartner recently claimed that by 2020, 75% of organizations will experience visible business disruptions due to infrastructure and operations skills gaps - 3 years ago it was only 20%, such is the pace of IT change.

Increasingly, the answer is IT outsourcing. Revenues last year hit \$62bn globally¹ and over 30% of IT services were outsourced². The most popular engagement model is staff augmentation, industry estimates suggest it accounts for 80% of IT outsourcing spend.

3 Big Factors Driving Staff Augmentation

1. Cost

With so many calls on IT budgets, staff augmentation is pure pay per sip. There are no recruitment charges, employee benefits or administrative and organizational expenses, and, no training budget.

2. Expertise

Enterprises get an expert set of skills not a generalist, ready to hit the ground running – and when they need it. Given the digital skills gap and a three to six-month timeline to hire the right resource, staff augmentation is a no-brainer.

3. Control

A wide pool of IT talent to access without geographic limitations makes it easier and faster to scale augmented resource, as well as respond quickly to counteract the increasing rate of IT staff attrition.

¹ Statista.

² Outsourcing Insight.

2.

The Risks

For all its benefits, staff augmentation comes with risks. Cost efficiencies are often not realized, reliability and quality can be problematical, and, management time can increase not decrease.

Four Staff Augmentation Challenges

Cost Inefficiency

There are many compelling financial arguments to support staff augmentation, but it isn't always cost efficient. Projects can over-run. Factor in the cost premium of IT expertise per hour and budgets and business cases can be blown.

Team Reliability

The perennial headache of using specialist IT staff augmentation services is guaranteeing that the resource provided is reliable, be it onshore or offshore. This is a critical factor in ensuring projects meet their timelines or hit costly over-runs.

Management

Responsibility and management for the augmented resource lies with the enterprise. Not only is overhead increased to manage the resource, but poor management can lead to poor results, and massively impact time, cost and quality control.

Place & Abandon

Many IT staff augmentation service providers skills-match but stop once the selection has been made. The enterprise makes the final decision on the resource, and there is little way of service level commitment from the service provider.

A combination of digital transformation and specialist skills gaps will increase the IT talent crunch and the need for resource augmentation. What's the answer? A new and smarter approach to the provision of specialist IT skills augmentation.

3.

A Smarter Approach

Axim has re-thought specialist IT skills augmentation, with the emphasis on service delivery. It is a more intelligent model that focuses on value creation, management, specialist support and customer satisfaction. The result? All the advantages enterprises expect of skills augmentation, but none of the risk - regardless of whether the outsourcing model is Onshore or Offshore.

Six Big Differences of this New Model

i. Specialism	Axim is an Enterprise Communications Transformation specialist. It means we understand the detail and nuances of each staff augmentation brief way more than an IT outsourcing business. Why? Because of our experience of evaluating and rationalizing 100s of Enterprise Communications and related applications systems along with knowledge of all major CCaaS, CRMaaS providers, SI resellers, and CC Manufacturers.
ii. Beyond Skills Matching	Axim doesn't just skills match. Being a specialist we take the time to understand the brief, and draw on our knowledge base to identify the specific skill sets that are necessary to resource the project. Only then do we forensically match the right resource from our hand-picked specialist IT skills base.
iii. Full Support	Every IT specialist has full access to all of Axim's subject matter experts and a suite of proprietary tools and processes. Enterprises don't just get the best specialists, they benefit from industry proven solutions, products and services.

<p>iv. Resource Management</p>	<p>We recognize that managing the specialist IT resource shouldn't tie up the enterprise or add overhead. Every resource we place is managed by an Axim Client Manager who has responsibility for the project's success.</p>
<p>v. A Delivery Standard</p>	<p>Axim doesn't place support resource and walk away. We are focused on quality assurance and achieve it through a defined Delivery Standard. Everyone we place is assessed and held accountable by the Axim Client Manager for their delivery to this Standard.</p>
<p>vi. Customer Satisfaction</p>	<p>We frequently review our customer's satisfaction with the resource we place. Axim regularly employs CSAT surveys during the project to identify and immediately remediate any concerns. We also formally review each resource with the enterprise on a quarterly basis.</p>

A reality not a vision

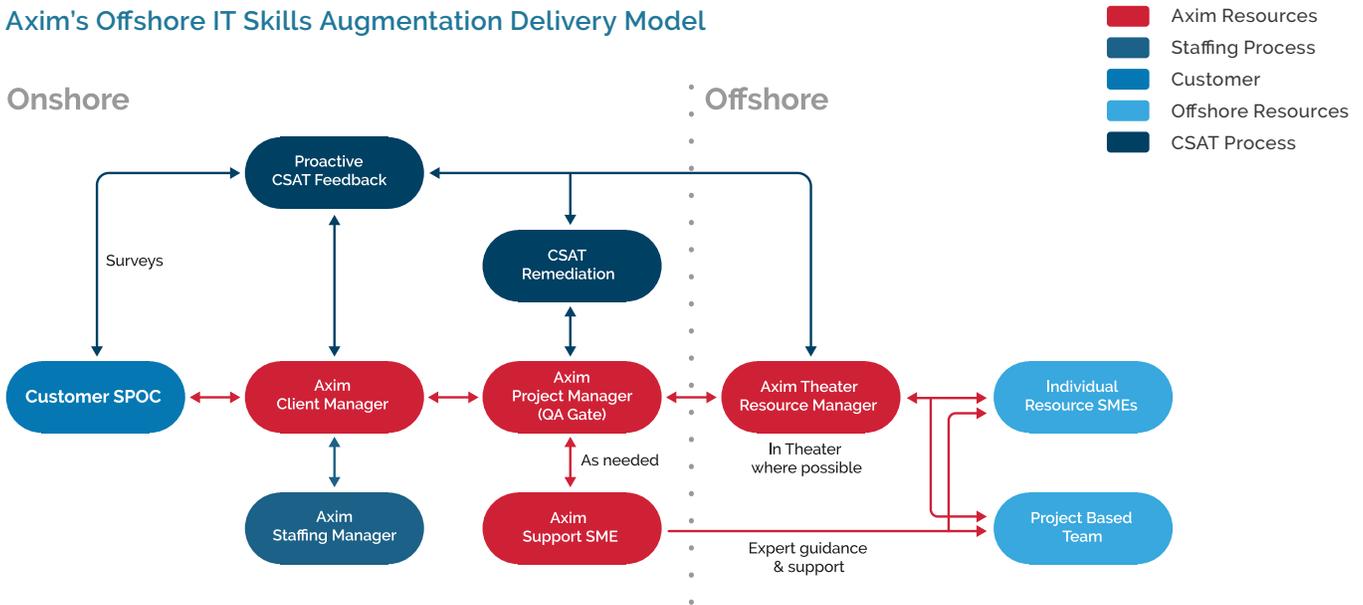
This is not a glimpse of next generation skills augmentation. Axim has engineered each element of this new delivery framework into both its Offshore and Onshore capabilities, and is actively delivering it for large American enterprises, today.

4.

An example: Offshore IT Skills Augmentation

More and more organizations are looking to outsource specialist IT skills yet tightly manage costs and resource. Clearly offshore wins on cost, but onshore wins on management. Axim's new approach gives enterprises the best of all worlds.

Axim's Offshore IT Skills Augmentation Delivery Model



3 Benefits of this new Offshore Delivery Model

Lower Cost and Greater Value

Specialist offshore resource reduces cost, whilst access to onshore SMEs and Axim's industry-proven delivery tools and processes increases the delivery value.

Reduced Management Time

Axim provides a SPOC, an Onshore Project Manager and an In-Theater Offshore Resource Manager, reducing the need for enterprises to manage offshore resource.

Measurable Service Delivery

Offshore resource is monitored against Axim Delivery Standard, regular CSAT surveys drive proactive customer feedback, and Quarterly Reviews formally measure performance.

5.

IT Staff Augmentation 2.0

For many, Staff Augmentation exists to manage cost and capacity, and better enable the core business functions. But increasingly enterprise need more from it. They need IT Staff Augmentation to help enhance service quality, to provide access to greater intellectual capital, and to partner broader transformational change. In short, they don't just want business support, they look to business value.

This requires a different approach to IT Staff Augmentation, driven by a new breed of specialist IT resource provider – who is experienced in framing and delivering transformational change; who arms IT specialists to deliver greater intellectual capital with proven tools, methodologies and access to industry leading subject matter experts; and who is constantly focused on the customer need for innovation.

About Axim

Axim is a radically different provider of IT Specialist Staff Augmentation. We specialize in transforming Enterprise Communications, from cloud to legacy technology to customer experience. It means we can better understand your specific need and match the best resources to deliver it.

But this is just the start. Axim supports this resource with industry-leading subject matter experts from architecture to CX to database and security – and provides them with the tools and frameworks that have successfully evaluated, designed, virtualized and rationalized 100's of Enterprise Communications and adjunct applications systems.

Axim also builds a strong service layer around our specialist support. Not only do we manage the resource, we ensure they meet defined delivery standards and customer satisfaction metrics. To learn more about Axim, visit www.aximglobal.com



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