

IBM Staff Augmentation Services for Enterprise Content Management

OVERVIEW

Staff Augmentation Services - providing project resources for customers implementing IBM ECM technology, including:

- *Project Managers*
- *System Architects*
- *System Developers*
- *System Consultants*
- *Program Managers*

Deliverables may include:

- *Project management*
- *Quality assurance checks*
- *System and application testing*
- *Application rollout assistance*
- *Application design*
- *Interface design*
- *Network design*

What our Customers say...

"Our Lab Services consultant has done a great job of developing custom applications that meet our business needs. And with turnover and other issues, we simply can't rely on internal staff to maintain that level of development expertise. Our users have been much more satisfied working with a customized system."

Jamie Schaub

*Project Manager, State of Wyoming
Workers' Safety and Compensation
Division*

In today's busy IT environment, successful project development and implementation is often a challenge. Business conditions may require more aggressive design and implementation schedules than your staff can handle. Corporate missions can arise that are too complex or too time consuming for your staff to undertake. At other times, you may need assistance launching new IBM ECM solutions, face unexpected staff turnover, or come into an impasse with the latest technology. When these situations occur, you need top quality help and you need it fast.

That's where we can make a real difference in your success. With IBM Staff Augmentation Services for ECM, you can draw from our Lab Services staff to get expert assistance you need for: project management, customer application design and development, quality assurance, system administration, enterprise network and interface issues, or application rollout assistance. We're ready to help with the expertise you need to reach your goals.

Highly Skilled and Experienced Resources
The Lab Services staff consists of highly skilled and trained resources with substantial technical, field, business, and industry experience. They are committed to the IBM

Certified Professional program, which confirms the comprehensive level of knowledge attained by each of our technical professionals. By pursuing and retaining certification, our ECM experts keep current with the latest IBM ECM technical advances and expanding product families.

There are many types of ECM experts within Lab Service available to help with your ECM project needs, each with a specialized set of skills:

- **Project Manager** – Directs activities in all project phases, from initial needs identification, through contract closeout
- **System Architect** – Consults on enterprise-wide technical projects, providing expertise to customer development teams
- **System Developer** – Provides application development skills and mentoring for IBM ECM-based production systems
- **System Consultant** – Offers product support, consultation on straight-forward designs, program development, walkthroughs, testing, QA, documentation, training, and management of non-complex projects
- **Program Managers** – Manages all aspects of your ECM enterprise initiatives, from architecture design recommendations, to assisting with solution development and roll-out plans



Our technical experts apply the standards endorsed by the Project Management Institute to ensure a common ground for methodology and repeatable results. We can help you determine the appropriate project duration, as well as the most appropriate and effective levels of staffing and support. We can augment your staff on- or off-site by mentoring your technical personnel, or by taking responsibility for completing specific tasks on your schedule. Staff Augmentation Services are available in a variety of block-hour durations to help you complete your objectives.

Tangible Benefits

Lab Services offers the greatest level of IBM ECM expertise available. We hire and cross-train employees on all significant related technologies, such as web development skills, Java, VB, and XML.

Staff Augmentation Services enable you to:

- Leverage our expertise to ensure the success of your projects
- Enhance your existing resources and capabilities
- Transfer knowledge from our consultants to your staff
- Meet aggressive project goals
- Maintain your company's competitive edge

Our proven project methodology is essential to your success. Our techniques encompass projects of varying types and sizes, from the most basic short-term system

implementations, to long-term projects with complex re-engineering, and system development. By employing the best practices and the highest skilled personnel, we are able to deliver project integrity and ensure customer satisfaction.

Deliverables

We will assemble a team of experts specific to your requirements and put into action a clear, concise plan that includes:

- The right resources at the right time
- Experienced consultants
- On-site or off-site resources and services
- Organizational backup

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local Lab Services representative at

<http://www.ibm.com/software/data/services/contacts.html>.

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