



Empowered's Out-tasked Project and Professional Services





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Microsoft



AVAYA

**NORTEL
NETWORKS**



NOKIA

The delivery of increasingly complex and integrated solutions is challenging many ICT organisations. They can cover core product sets but need additional skills and resources for specific requirements or elements of a larger project. Rather than recruiting their own engineers more and more are looking to partners to handle small specialist projects or provide additional resources to work with their own project teams. This is proving to be far more cost effective as they can flex and respond to demand without carrying a large in-house team.

Empowered, operating exclusively through a 'partner only' model, is a specialist ICT Project and Professional Services organisation offering access to a broad range of technical and engineering skills across the entire ICT infrastructure, from telephony, data networking and security to servers, applications, storage solutions and data centres. Empowered's engineers act as a reliable and flexible additions to partners' own in-house teams, delivering the right level of skills and resources when and where needed.

When ICT organisations experience peaks in demand, lose key staff that undertook operational support activities or take on projects with elements outside of their core capabilities, Empowered engineers can fill the gaps. This is particularly valuable with short to medium term engagements where additional niche skills are required.

Empowered also provide complete Lifecycle Project Management Services from initial assessments, planning and design, through to implementation, deployment and support. With a known and proven team of trained and experienced ICT engineers and consultants, Empowered can address multi-vendor, multi-site engagements that achieve the expected margin returns.

Managing a range of skilled professionals, Empowered ensures projects are delivered on time, to budget and with no surprises. Regular updates on status and changes to scope are communicated and each stage is agreed and authorised along with the production of any documentation. This minimises project creep and ensures objectives and ultimately customer satisfaction is achieved.

The Empowered's Virtual Team Approach mitigates risks, reduces costs and presents a true extension to stretched and limited in-house resources. In addition it brings a high level of technical experience, knowledge, contacts and confidentiality.

The benefits are obvious; quick and cost effective access to a broad range of high quality technical engineers, known and experienced, particularly in customer facing environments.



The Empowered Approach

Empowered understands the complexity of delivering ICT projects that meet customer's objectives and expectations, on time and to budget. Their experienced Project Management staff backed up by robust and proven processes based on Prince II and ITIL "Best Practice" methodologies; manage a range of proven and trusted engineers that have been used time and time again to successfully complete projects.

Engagements can be as short as one or two days where there is a requirement for an engineer with specialist knowledge and skills to troubleshoot a particular issue or install a new technology solution. Alternatively a Partner may require a full roll out and deployment service where Empowered works with the Partner's in-house team to complement and add to their resources.

Empowered's Project Managers can be involved from the initial planning and design meetings and then help with the preparation and organisation of the implementation, once the scope has been agreed. This can include the procurement of certain equipment, staging, pre-build, configuration and testing prior to deployment.

Empowered then introduce individuals or teams of engineers with different levels of knowledge and expertise, depending on the requirement. This can be a combination of skill types or multiple engineers distributed throughout the country. Through this agile approach Empowered is able to offer a better quality solution, with higher levels of flexibility and scalability, in a way that is more cost effective than traditional models.

For example Empowered's engineers do not need to be continuously working on a project but can be retained and used on an intermittent basis when specific activities are required.

These engineers integrate seamlessly with the Partner's in-house teams and follow the same processes, carrying out specific tasks and activities, communicating back progress. Cost control, change management, user liaison and after installation support all form part of Empowered's project support service.

Empowered has access to over 250 top accredited individuals across a multitude of technology sets including:

Advanced Network Infrastructure	Intelligent Communications
Compliance	CRM and ERP
Advanced Security	Application Development
Leading Mobility Solutions	Converged Communications
Data Centres	Wireless

In addition to Projects, Empowered engineers and consultants can undertake specific Professional Services such as auditing and assessments, design and scoping, troubleshooting or simply operational back up support. This is particularly valuable if there are peak periods, loss of staff or the need for holiday or training cover.





Examples of Empowered's Out-Tasked Project Services Experience and Capabilities

Empowered's Project Team have undertaken engagements with Key IT Clients

- 8 of the UK's Cisco Gold & Silver Partners
- 4 of the UK's Leading Systems Integrators
- 3 of the UK's ICT Distributors
- 4 of the UK's Leading Data Centre Storage Resellers
- 3 Major Global IT Consultancies

And through these Partners, provided Project services to

- 4 Global Tier One banks
- The UK's Largest Sporting Stadium
- 2 Global Petrochemical Companies
- 2 Fixed Line Service Providers
- 10 FTSE 100 Companies
- 5 Major Retail Chains
- 2 Global Mobile Operators
- 1 Major Government Body

Example of some recent Project Wins:

Through a UK Consultancy.....

- 1) Redesign and deployment of Cisco Unified Communications solution to major banking client.

Through a Data Centre Storage Reseller.....

- 2) Configuration and Deployment of HP EVA Storage System into major Pharmaceutical company

Through a Managed Services Provider.....

- 3) Deployment of Network LAN Upgrade to major utilities company into Head Office and associated sites.

Through an IT Consultancy Services.....

- 4) Upgrade of Storage Back up System for a major retail high street chain. Delivered in 10 days and on budget

Through an IT Services Partner

- 5) Audit, Configuration and Deployment of 55 site Data Centre upgrade across 10 countries.

Through a Global Cisco Gold Partner

- 6) Delivery of Wireless LAN Survey and Deployment Services to variety of end user client environments.

Through a Premier Telephony Reseller

- 7) Cradle to Grave Delivery of IP Contact Center Solution to major constructions company including customer training and full handover support.

Consultants now come primarily through personal recommendation and are referenced and checked prior to joining the programme and then are offered retainers and joint funded training. Training is current and up to date so Associate Consultants continue to learn new skills and certifications that then benefit our clients in solving business and technical issues.



Empowered Project Service Solutions

Key Features and Benefits

- Quick and easy access to a broad range of “tried and tested” technical skills, primarily in emerging and niche technologies
- Consistency of skills and expertise, through the loyalty built around its Associate Programme, allowing partners to create a pool of their own known and inducted engineers
- An agile and knowledgeable account team, backed by “Best Practice” processes and methodologies, that fully understand the partner model
- Extensive range of specialist and high quality skills. Empowered boasts some of the best engineers in the market
- The Empowered “Mix and Match” approach that allows different levels of skills and expertise to deliver cost effective installation and deployment projects

Engineering Skills Available

This is a sample of some of the accredited and trained engineers available from Empowered.

- **Cisco**
 - CCNA, CCNP, CCDA, CCDP, CCIE
 - CCVP, CCSP
 - CCIE R&S, Voice and Security
 - Mobility & Wireless
 - WAAS & Content
 - Presence Server
 - Contact Centre
 - Cisco Storage Solution
- **Avaya, Mitel and Siemens**
 - ACA, ACS, ACE
 - 3300, SX2000
- **Nortel**
 - Nortel Networks Certified Design Specialists
 - Voice, Data, Wireless & Content
- **Checkpoint, Nokia, Crossbeam**
 - Checkpoint Certified Support Engineers
- **Juniper**
 - Netscreen Firewalls
 - SSL VPN
 - M, J Series Routers
- **Microsoft & Citrix**
 - MCSE, MCE, MCE
- **HP/ IBM / Sun**
 - ASE, MASE, ACE, 9x Unix, EVA Storage
 - IBM Servers, Unix, DS Series Storage
 - Sun Servers, 3/6/9 Series Storage
- **Veritas/NetApp**
 - NetBackup, Backup Exec, NetApps Filers
- **HDS & EMC**
 - Storage Systems, VMWare

