



# Let NCR augment your talent pool so you can capitalize on the latest technology advancements

The rapid pace of technology change can put added pressure on even the largest and most skilled IT organizations. Cloud services, unified collaboration and mobile solutions are just a few transformational technologies demanding more resources to meet aggressive implementation timelines. Balancing day-to-day operational requirements with game-changing technology deployments requires a diverse network of resources and skillsets. Resource challenges including budget constraints, staffing fluctuations and skillset gaps can put critical projects at risk. To address these challenges, you need a partner with an extensive, global talent pool and experience across technology domains, vendors and regions. NCR can supplement your team to help you take advantage of strategic new solutions.



# Expand your bench with NCR resources

NCR has extensive experience working with businesses large and small. Our skilled professionals can easily integrate into your organization to support strategic project objectives. Whether you need one resource for three months or multiple resources over many years, we can help. Our extensive candidate assessment, recruiting, and screening processes ensure we have both a pool of available resources as well as a proven method for selecting additional candidates to address specific business requirements.

Business Need	Benefits of NCR Skilled Workforce Solutions
 <b>Acquire advanced technical skillsets</b>	Augment current resources with advanced skillsets to support critical new solutions and technologies outside your core competencies
 <b>Address capacity and staffing fluctuations</b>	Expand capacity to deliver high priority projects without disrupting “keep the business running” operations
 <b>Expand global coverage</b>	Address regional coverage and skillset gaps without adding additional headcount
 <b>Increase multivendor capabilities</b>	Support diverse best-of-breed solutions with experienced, technology experts

# Scale to accommodate projects large and small

NCR T&T's proven service delivery experience ensures we have the infrastructure and methodology to effectively manage projects large and small. While most staff augmentation resources are embedded into specific customer teams, larger deployments may require oversight to ensure on-time project delivery and effective resource management.

NCR has clearly defined roles and resources that can be engaged based on the size and scope of a project.

## NCR Skilled Workforce Solutions Project Management Office

- Single point-of-contact for a defined project
- Manage deliverables and identify project goals, tasks, and dependencies
- Total quality management based on "plan-do-measure-improve" continual improvement method

## Engagement Manager

- Accountable for staff selection and oversight — goals, reviews, training, policies and procedures
- Interface to the customer and escalation point as required
- Responsible for all client communications including progress updates



# Benefits of working with NCR Telecom & Technology

As a global multivendor services provider, NCR Telecom and Technology partners with industry leading Telecom Service Providers and Technology OEMs to provide comprehensive services and solutions for wireless, enterprise networking, unified collaboration, and other advanced technologies.

With NCR Skilled Workforce Solutions, you can:

- Leverage a partner with the resources to scale and meet your global commitments
- Meet aggressive project timelines with responsive multivendor technology professionals
- Maintain operational excellence when addressing staff fluctuations



## A CASE STUDY: EQUIPPING IT WITH BROAD MULTIVENDOR SKILLSETS

**End Customer:** A leading European Retailer

**Challenge:** The customer needed to augment their IT staff with CCNA certified personnel to deliver onsite support for routing, switching, IP telephony, and security devices at multiple European locations.

**Solution:** NCR provided a team of CCNA qualified engineers to support 6 offices and 2 data centers throughout Europe. The team provided installation, move/add/change/de-installation, cable and wiring across multiple vendors including Cisco®, ANDTEK®, ASC®, Juniper®, McAfee®, Bluecoat®, RSA®, and Ericsson®.

**Benefit:** NCR enabled the customer's IT organization to support a complex multivendor environment without adding extensive headcount and certifications.

# Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

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