



*Delivering a Managed Team to a Leading advanced technology group developing cyber security solutions*

## About the Client

Our client is a leader in the development of innovative secure communication products and solutions for governments and businesses. It delivers trust in a world where cyber risks are a constant threat and fulfills the increasing demand for advanced cyber capabilities by delivering robust, secure, end-to-end solutions centered on four core business units: Networks, Ultra Secure Mobile Devices, Applications, and Satellite Communications. Our client based in UAE, accelerates digital advancement, nurtures next-generation talent, and curates advanced innovations to solve the most difficult digital challenges for its customers. It empowers organisations worldwide with the confidence that their mission-critical information and communications are private and secure at all times.

**LEADING ADVANCED TECHNOLOGY GROUP**  
Customer

**TECHNOLOGY RESOURCING**  
Service

**RESOURCES**  
Solution

**CYBER SECURITY**  
Industry

**UAE**  
Country

## CHALLENGES

The client approached Aspira to provide a highly skilled technical team with local management to take over the ICT Data Centre and Network Infrastructure Operations. The requirement was for a managed team to remediate and maintain a complete Data Centre infrastructure covering technologies such as Data Centre operations based on Cisco, Dell EMC, Citrix, and Microsoft platforms, as well as backend management of database systems and front-end handling of tickets and management of service operations.

The Managed Team needed to be deployed onsite in the UAE for an initial 12-month engagement with a view to extending for a further 17 months and ultimately securing direct full-time employment with the client.

## ENGAGEMENT

Aspira appointed a Senior Manager from its Irish HQ to lead the operation and represent Aspira onsite in the UAE with responsibility for Line Management and Service Delivery. Aspira's engagement methodology was used to define the scope of requirements and associated deliverables and skill needs.

1

### Assign a Team Lead

Aspira assigned an internal Team Lead to manage the resources onsite in the UAE. The Team Lead was dedicated to meeting the client's specific needs, taking into account the relocation of personnel from Ireland and other jurisdictions to the UAE including local restrictions and security clearance requirements.

2

### Define Job Specifications

The next step was to define job specifications, and technical tests and evaluations to screen internal and external candidates. We assigned a senior Aspira Architect to act as the technical team lead, and client representative onsite. This was a key role in ensuring the team deliverables were managed on a day-to-day basis locally in the UAE.

3

### Selecting & Matching Resources

The Resourcing Team worked with the candidates and drew on the candidate's experience to provide a detailed response to the identified requirements. We used explicit requirement mapping as this is a more effective way to display the candidate and permits the client to directly see the candidate's attributes.

4

### Account Management

At every step along the way, Aspira ensures that the client's needs are clearly understood. An Account Manager is assigned to focus on ensuring the best resources for the project needs, as well as staying aware of any required changes and adopting to be flexible in delivering a consistent and relevant service.



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## About Aspira

Aspira is now part of the [emagine](#) Group and with over 15 years experience, is a dynamic, fast-growing international consulting and technology company, founded on real-world experience, and focused on custom-fit solutions. We have the people and proven expertise to complete complex projects while delivering lasting knowledge transfer benefits to empower our clients for the next challenge. Working across sectors both public and private, from utilities and energy to banking and pharma, our key focus is to give the authentic guidance companies need to realise their potential. From Advisory And Project Management Training To Resourcing, Business Applications, Software Development, And IT Services. We Take Ownership. We Lead.

## Skillset Deployed

- Enterprise Architect
- Identity Management Architect
- Storage (SAN) Architect
- Network Architect
- Network Design Engineer
- Infrastructure Architect
- Network Support Engineer Administrator (Data)
- Helpdesk Support / Manager
- IT Service Delivery Manager
- Mail Administrator
- ICT Project Manager

## DELIVERY

Aspira provided a full team with local management taking over responsibility for the BAU IT operations. When the team was assembled and relocated to the UAE, they delivered a number of projects as well as technical services including:

- Infrastructure architecture design deployment and upgrade.
- Access and Identity Management based on Active Directory.
- Network Architecture, design, implementation, and support.
- Administration, support, management, and reporting of data center platforms.
- Full helpdesk services covering shifts for in and out of hours.

Aspira provided a reliable and ongoing source of diverse candidates and managed their performance while reporting to the CIO for operational direction.



## SUMMARY

The engagement concluded after 2 years when the majority of the resources supplied by Aspira transitioned to direct employment/contract with the client. The client was very satisfied with the team Aspira had assembled and wished to retain their services directly.


As technology resource specialists with over 15 years experience, Aspira are aware of how the need for technology skills has changed over time and continues to change today. We have shaped our specialist resource teams around the latest trends in the technology market to ensure that our clients have access to the specialist talent they need now and in the future. Each of our consultants focuses on specific areas within technology allowing them to build a deep knowledge of the technology markets in which we operate.

From our inception, we have been and continue to be a company that has forged our reputation by consistently delivering high-quality resourcing services across the globe, on time and within budget.



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