

Engineering Lab Services

Industry

Data Systems and storage solutions

Client Profile

This multi-national client leverages global R&D resources to develop storage solutions, built on industry-leading technology, with the performance, availability and scalability to maximize customers' ROI and to minimize their risk. Focused on the customer's perspective, the company delivers storage infrastructure solutions, storage management software and storage consulting services through direct and indirect channels in over 170 countries and regions.

Success Highlights

1. Provided ongoing, highly skilled engineering lab support services for over seven years and counting
2. Saved client countless hours of hiring resources by providing dedicated consultants in a sustainable, long-term engagement
3. Consistently met lab testing deadlines, achieving a 100% success rate
4. Consultants awarded Client Appreciation Awards on several occasions

Taos Service Areas Deployed

Interim Technical Talent

- UNIX System Administration
- Windows System Administration
- Storage Administration

Situation

Searching for a consulting firm to quickly and efficiently provide certain skill sets lacking within its engineering space, the client turned to Taos. The client had heard of Taos' excellent reputation and ability to provide top technical interim talent. Over the course of the relationship, a variety of needs have emerged including lab formation, UNIX support and specific lab engineer management expertise. As the engagement has matured, the client continues to turn to Taos to help them meet their engineering support needs.

Solutions

Taos provided the client with a high volume of talented engineering support staff, thereby saving the client countless hours of HR time and resources otherwise spent recruiting, interviewing and training new staff. Taos was able to provide the right resources to meet the client's needs so effectively that several consultants have been engaged at the client site for over four years in a variety of engineering testing labs.

Solutions (continued)

One consultant's tenure began when the client needed to establish a testing lab from the ground up in order to create best practices and documents for a new team, resulting in a series of white papers. The consultant ordered the necessary equipment and provided engineering expertise, which included rack mounting, cabling, building the operating systems and acquiring specifications from the best practices test users. As the project continued, the consultant also provided system administration and troubleshooting expertise. The engagement was to end there, but due to the consultant's quality of work, the engagement segued into a lab management role. Several labs had merged into one, and the newly created lab now handles over 500 servers and provides a variety of test environments for the company's global sales arm. The consultant helps manage an internal ticketing system prioritizing requests and providing troubleshooting. The testing environment is quite fluid, allowing servers to be reutilized for a vast range of purposes. This server flexibility requires the consultant to continually reconfigure and rethink the lab's abilities. As the consultant's role has grown within the organization, his initial UNIX contributions have expanded to include Windows administration and storage administration.

Another example of Taos' consistent engineering support lies within the client's interoperability test lab. The interoperability lab tests each and every new product and technology entering the market to ensure they work seamlessly with the company's existing products. Within the lab, deadlines are often tight and effective communication with the large number of vendors is essential to meet product launch dates. During this engagement, another Taos consultant has helped to rally the team together, build solid vendor relationships and work the necessary hours to ensure required target dates are met. Not only has he contributed to the team's 100% success rate, he has also taken a proactive approach to increase his effectiveness in his role by obtaining additional storage certifications.

Results

Through our extensive, proprietary Technical Interview process and long standing relationship with the client, Taos has been able to repeatedly place perfectly matched consultants within the client's organization. The engagement as a whole has continued for nearly a decade with some consultants making contributions for over 4 years and counting. Taos consultants continue to provide technical knowledge, continuity and stability. Taos has become an integral part of the client's engineering services team and our dedicated consultants have won client accolades and numerous Client Appreciation Awards.

About TAOS

Taos is a professional IT consulting services company. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity - we are hardware and software vendor independent.