



# Instantly Scale Your Engineering Team With Staff Augmentation

The biggest grievance of technology leaders is that their engineering teams that could be building services, features, and winning major new clients are merely keeping things running. What if there is a way to acquire professional skill-sets to support engineers cost-effectively and temporarily?

## Team Structures Are Changing:

The right outsourcing strategy, like staff augmentation, might save **30%** in administrative costs, says Harvard Business Review.<sup>1</sup>

## Looking to Fill the Skill Gap? Get the Right Amount of Assistance With Staff Augmentation

Bolstering your voice engineering team with an expert like ECG means you'll get:



More control over each project



The ability to meet strict deadlines



Better integration with internal processes

## When to Use Staff Augmentation?

When you are replacing legacy systems...

- Get help with hardware replacement like router/firewall replacement and configuration, and server/virtualization platforms
- Execute migrations from legacy systems — call platforms, session border controllers (SBCs)

When you're concerned about cybersecurity...

- Tackle cybersecurity concerns by locking down against fraud and abuse in SIP access devices, Mobile Apps, core call processing servers (like BroadWorks, Metaswitch, FreeSwitch), Session Border Controllers (SBCs), Operating System updates, applying secure configurations, servers, routers, switches, and endpoints; vulnerability analysis, white-hat vulnerability analysis

When you're anticipating mergers and acquisitions...

- Get assistance conducting M&A due diligence with deep cost awareness and technical insight
- Leverage expertise for network mergers migrating servers, databases & data centers

When you need a bigger team temporarily...

- Maybe you're rolling out a new product/technology
  - Meeting & Collaboration Integrations like Webex
  - Call Recording
- Or need product integrations to get all the vendors working together
- Supporting your software team in app development

Or when you need expertise...

- Troubleshooting or solving the most complex problems
- Interesting regulatory and engineering options

**And, of course, when you need to ensure compliance...**

## ECG provides:

- ✓ Engineers to help you accelerate your new product and service rollout to reduce your time to market
- ✓ Insight on the latest Cybersecurity requirements, including TLS, encrypted signaling and audio to meet healthcare industry requirements, secure configurations and malware/ransomware prevention
- ✓ CALEA, E911 designs and compliance
- ✓ Reliability & Outage Prevention - Redundancy, DNS designs, DDoS implementation, Verification
- ✓ Privacy - Designs and network audits for California Consumer Protection, FCC CPNI
- ✓ Call Recording Design & Implementation ensuring compliance California Consumer Protection
- ✓ Network Management tools for BroadWorks service providers
- ✓ Call Routing - Rural call completion regulations, FCC Intermediate Provider and Robocall Mitigation Database
- ✓ Robocalling Protections - Robocall Mitigation Program, STIR/SHAKEN
- ✓ Training - Helping your engineering team's skills grow

Call routing configurations that limit calls to rural destinations could cost a network operator \$19,639 per incident.<sup>2</sup> Other penalties apply for failure to handle 911 calls properly, permit illegal robocalls, or disclose private information about callers. Staff augmentation from ECG can ensure engineers are aligned with regulations.

Don't let your team stay bogged down with tasks that are out of their knowledge areas or capabilities. Focus on your core competencies and let the augmented staff worry about the rest. Get personalized, dedicated, vendor-agnostic support to meet your technology goals effectively and efficiently with ECG.

Schedule a consultation with us today!



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### Sources:

1. <https://hbr.org/2010/05/when-youve-got-to-cut-costs-now>  
2. <https://docs.fcc.gov/public/attachments/FCC-18-120A1.pdf>