



Accelerating Business, Accelerating Careers



Xela Spotlight

Telecommunications and Digital Media

Technologies used to support Telecommunications and Digital Media are rapidly evolving. As a result, finding technologists with the right skills and subject matter expertise can be very challenging. The Xela Group can help you support your projects and operations with IT talent that understands your business.

Our areas of expertise include:

- Telecommunications Engineering
- Infrastructure Operations
- Telecommunications Billing
- eCommerce
- Online Customer Care
- Digital Media & Marketing Support

We deliver:

- Product Managers
- Program and Project Managers
- Product Owners and Scrum Masters
- Telecommunications Engineers/ Operations Specialists
- Cloud/Infrastructure Specialists
- Business/System Analysts
- UX Design/Developers
- Software Engineers
- QA Specialists/Testers

Notable Successes

WIRELESS TELECOMMUNICATION WEB PRESENCE

Challenge A leading wireless telecommunication company needed support for a multi-year initiative to reinvent its ecommerce and online customer service experience.

Solution We worked closely with the client to align our recruiting focus on the overall program roadmap. Initially, we staffed teams of program/project managers and subject matter experts to support the planning and analysis phases. As key workstreams were defined, architects, designers, developers, and testers were added as needed to support the various stages of the effort, which included:

- Improved billing system integrations using newly developed middleware
- Implementation of a leading eCommerce solution and CMS
- Newly designed web and mobile eCommerce and online account management functionality
- Pricing analysis and consolidation
- Implementation of web analytics services

Results Within a 3-years, 70+ resources were delivered to support the successful transformation. To ensure a smooth transition and continuity, key resources converted to full-time roles with the client’s business, IT, and operational teams.

Notable Successes

DIGITAL MEDIA TRANSFORMATION - EDUCATION

- Challenge** A leading education provider wanting to transform its web presence needed large-scale resource support for program/project management, architecture, design, development, and testing.
- Solution** Working closely with executive teams to understand the scope and timing of several concurrent digital media initiatives, we created a resource capacity model to determine initial and ongoing needs. Using this model, we staffed teams of business analysts, UI/UX designers, web developers, and testers to augment the client's existing delivery organization.
- Results** Over the course of 3 years, we provided over 40 resources to support a complete redesign of the client's web presence, including the implementation of online professional communities and an online learning pilot.

Other Successes

- > Staffed 30+ infrastructure and DBA team members to support post-merger operations for a major wireless telecommunication carrier
- > Analysis, development, and testing support for a bilingual telecommunications eCommerce implementation
- > VOIP engineering resource source support for a large financial institution
- > Development and testing support for the integration of location-based services technology

Why Choose The Xela Group

Founded by a core group of industry experts with 20-25+ years of experience each, **the Xela Group provides IT talent and solutions that reduce your hiring lifecycle and drive collective success.**

Our philosophy is built on partnership. We offer our clients:

- **Unparalleled experience.** We have tenured recruiters and a leadership team with 20-25+ years in IT staffing.
- **Proven track record.** We deliver IT talent to Fortune 1000 and SMB companies nationally.
- **Strategic partnership.** We develop a close relationship with you in order to best serve as your advocate.
- **Flexible engagement models.** We eliminate unnecessary operational barriers.
- **Customized solutions.** We listen to your needs and then tailor a plan to your hiring criteria.

If you are ready to partner with us to accelerate your business, call **703.213.5419** or visit us online at **thexelagroup.com**.



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The Xela Group is proud to be part of the following industry organizations:



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