



# Ask the Expert

Augment Your Technical Capabilities with On-Demand Expert Services

Companies increasingly recognise the importance of current technology, not just for making the business more competitive but for surviving unexpected disruption. They also know that it's hard to implement, and that assessing a new project – like a planned cloud migration – may call for technical knowledge that's beyond the experience of inhouse expertise. The problem with new and fast-changing technologies is that they demand skills that are hard to find and expensive to recruit.

Ergo's range of Ask the Expert services fill the gap with on-demand experience. Our team of experts are actively managed to keep abreast of current technology and have industry recognised certifications up to resident Microsoft MVPs. By working hand-in-hand with a trusted partner, you will be able to access the skills you need to improve operational performance or advance cloud and digital transformation journeys, accelerating time to value and business advantage

## Low Cost of Entry

Mitigate Risk Knowledge Transfer  
Evolving Relationship You only pay for the expertise you need, when you need it

## Mitigate Risk

Our experts use tried-and-tested techniques to deliver proven solutions

## Knowledge Transfer

Our people share skills with your people and upskill the business

## Evolving Relationship

Working together builds trust and shared goals

## How it Works: *Support & Transform*

Expert is about augmenting inhouse skills at pivotal moments for organisations. Precise points of engagement will vary from company to company, but experience has prompted us to create propositions around two main pillars:

### Support and Transform.

The support service brings in Ergo experts as a point of escalation to assist in the customer's incident management process. Transformation services leverage Ergo consultants to assist in more complex project work. They may be deeper and longer engagements, but the principal is the same, to assist and augment rather than replace. A common outcome is for Ergo to transfer skills and share knowledge with your inhouse colleagues.

Both start when one of your nominated requestors contacts Ergo to draw down a block of time. Where Support is being used, you have the additional assurance of an SLA to reach expertise in a timely manner. Where that need is for Transformation, you can secure your funding and allocate budget in advance, safe in the knowledge that you can be flexible in how it is spent.



## **Transformation Use Case**

When your helpdesk has escalated an issue as high as it can go and you still can't fix a problem, we provide the virtual equivalent of an expert looking over your shoulder. When your authorised requestor makes contact, a relevant Ergo expert is assigned to finding a solution and will use pre-agreed hours not just to get to the root cause, but to provide your helpdesk team with knowledge to prevent it from happening again.

## **Support Use Case**

Whether it's smoothing out a cloud migration path or fixing something in your architecture to enable a new digital process, authorised requestors can draw down a block of consultant days from Ergo experts to overcome a technical hurdle that might be new to the inhouse team. We will not only solve the problem but transfer knowledge to overcome similar barriers going forward. The service is about upskilling as well augmenting inhouse talent.

## **Packages & Skills**

Organisations can choose from a range of skills to tailor an augmentation service that complements their inhouse capabilities and business goals. Options include:

**Volume discounted rate card to lock in value**      **12-month contracts for further saving**

**Prepaid volume discounted hours**      **Flexible response times**

Clients can access a wide range of highly qualified professionals, spanning consulting, solution design, project delivery, operations enablement, and training.

