



COMMUNICATIONS SERVICES

Keeping pace with the next generation of technology

MAXIMIZING **The Value of Technology**

The rapidly evolving industry landscape has put increased pressure on communications leaders to embrace next-generation technology. Leveraging innovative technologies, communications companies have the potential to deliver faster, more flexible communications channels—driving end customer satisfaction and gaining a competitive edge against peers.

TEKsystems Communications Services offers custom and flexible IT solutions that help you to push the limits of technology and enable your business to remain profitable and relevant. Through proven methodologies, industry expertise and an unparalleled access to the IT workforce, our solutions address the unique needs of each major communications segment.



Wireless



MSOs



Integrated Carriers



Connected Solutions



With more than
100 locations worldwide,
including five solution centers,
TEKsystems has unique
access to IT talent
around the globe.

KEEPING A PULSE ON **Communications Industry Trends**

TEKsystems has a deep understanding of the unique needs, challenges and trends impacting each segment of the communications industry.

- Big data
- Cloud computing
- Connected solutions
- Network modernization
- Mobility
- Talent and workforce training
- Video

Drawing on best practices, in-depth experience and real-world insight, we develop the optimal solution for your business. Whether you need one IT professional to support a single initiative or support of a full-scale IT program, we operate as a genuine and consultative partner, and we work in your best interests to generate measurable results.



According to communications IT leaders, the top technology trends that will have the biggest impact on the organization are:

1

Cloud computing

2

Information security

3

**Virtualization /
software-defined
networks**

BIG DATA

Using data analytics, savvy organizations can leverage the immense amounts of data they amass every day to anticipate customer preferences and market needs, and create stronger products and services. We help you sift through the volume and variety of your data to derive meaningful insights to inform business decisions.

CLOUD COMPUTING

The adoption of cloud-based technology can increase agility and responsiveness, as networks must be able to sustain greater traffic and demand. We implement virtualization and cloud technologies, enabling you to mitigate security risks that emerge from introducing cloud computing into your environment.




65% of communications
IT leaders expect to
**increase spending
on cloud next year,**
more than any other
trend or technology area

2017 IT Forecast, TEKsystems

Case Study:

DELIVERING A BIG DATA SOLUTION

CLIENT: MANUFACTURING ORGANIZATIONS

TEKsystems supported the implementation of an innovative big data for manufacturing solution that enhanced visibility into large amounts of data being reported by various pieces of shop floor equipment in different formats. Our support provided a 360-degree view of shop floor performance. Understanding this data and processing it in real time allowed our clients' plant managers to quickly take corrective actions that helped improve overall performance, increase efficiencies, create higher quality products and reduce costs. [Read the full story](#) 

CONNECTED SOLUTIONS

Connected solutions have enhanced the way devices, wireless and wired systems, and individuals communicate, paving the way for greater connectivity and improved business efficiencies. We support all connected solution areas, including OEM/hardware, connectivity and sensors, platforms, and applications.

NETWORK MODERNIZATION

Mobile operators struggle to provide consistent wireless coverage in dense areas, and small cell technology has the potential to address these coverage gaps. We support your architecture needs by modernizing networks, Wi-Fi offload and small cell deployment to expand coverage and reliability.


MOBILITY

Personal device usage has become widespread on work networks, and an effective Bring Your Own Device (BYOD) policy is a business necessity. To reduce network strain and control risk, we help you develop strategies to maintain the integrity of company data while optimizing the benefits of BYOD.

Case Study:

PROVIDING TRAINING TO SUPPORT NETWORK MODERNIZATION

CLIENT: LARGE WIRELESS PROVIDER

To keep pace with technology advances and ensure their wireless products were level with or ahead of competitor offerings, the client aimed to launch an LTE and network modernization initiative, migrating its network to the latest iteration of technology. Lacking the internal bandwidth to run the legacy network simultaneously during this migration, the client engaged TEKsystems' Learning Solutions team to develop a robust e-learning solution to train 8,000 network employees on the legacy network. [Read the full story](#) 



Nearly one-quarter
of communications IT leaders say
the biggest challenge to meeting
objectives will be ensuring
**their staff have the skills
needed to be effective.**

2017 IT Forecast, TEKsystems

TALENT AND WORKFORCE TRAINING

Current employees may lack the technical skills required to implement newer technologies. Leveraging our robust network of IT professionals, we attract, retain and develop qualified talent to drive your IT initiatives and increase workforce agility.


VIDEO

Video conferencing offers businesses a versatile and affordable way to reach global customers. We consult with you to establish video capabilities and determine the best-fit technology to suit your needs and requirements. Through our impactful video solutions, we help you realize immediate cost savings and increased visibility.

Case Study:

BUILDING A VIDEO-ON-DEMAND APPLICATION

CLIENT: CABLE COMPANY

The client offered video-on-demand (VOD) services to its customers but was realizing inconsistencies in its VOD content delivery process. These issues impacted the availability of advertised content and billing issues for end customers (VOD subscribers). TEKsystems developed an asset status and verification application that was available to administrators through an online reporting portal. With enhanced, real-time reporting capabilities, the client was able to ensure availability of scheduled VOD content, subsequently improving service quality and overall satisfaction among end customers. [Read the full story](#) 

DELIVERING **Flexible, Scalable Solutions**

We provide IT staffing solutions, IT talent management expertise and IT services that prepare and empower you to address ever-evolving technology, industry and workforce demands. We assess your business targets and evaluate your requirements to determine the optimal solution for you—whether staff augmentation, training, project-based services or full-scale outsourcing.



**Percent of communications
IT leaders who plan to spend
the same or more in 2017:**

91%

Staff augmentation

92%

**Managed, project-based
or SOW services**

2017 IT Forecast, TEKsystems

Capabilities Overview

Our comprehensive solutions are scalable and flexible to meet the evolving IT demands of your business.

IT Staffing

Staffing services enable agility and complement in-house skills and capabilities

IT Services

Services beyond staff augmentation, performed through a variety of flexible delivery models, to achieve measurable outcomes



IT Talent Management Expertise

Consultative support to optimize talent attraction, development and retention

IT Staffing

The geographic scope of our national reach and extensive insight into local labor supply and demand enable us to provide agile staffing solutions—on a contract, contract-to-hire and direct-placement basis—that complement your in-house skills and capabilities.

- Applications
- Communications
- Digital and creative
- End-user services
- Network infrastructure



Communications IT leaders identify the following IT roles as most critical to achieving success:

1

Networking

2

Software engineers

3

Architects

2017 IT Forecast, TEKsystems

IT Services

We deliver IT services through a variety of flexible delivery models to achieve measurable outcomes.

- Agile transformation
- Analytics
- Application development
- Application management
- Application packaging
- Big data
- Business intelligence
- Cloud
- Data center
- Data warehousing
- Desktop support
- Enterprise performance management
- Enterprise resource planning
- Information security
- IT Service Management
- Legacy modernization
- Middleware
- Mobility
- Network
- Organizational change management
- Project management
- Quality assurance and testing
- Service desk
- Technology deployment
- Training
- Unified Communications and Collaboration



Project-based SOLUTIONS



Outsourcing SOLUTIONS



Managed SERVICES

Partnering With Us

TEKsystems helps optimize how work gets done, better positioning you to respond to the toughest challenges facing the communications industry. We maintain relationships with 81 percent of the North American IT workforce and deploy more than 11,000 IT professionals annually to help our communications clients accomplish their critical business and IT goals. Our national account clients—those with multiple locations across the country—are assigned a director-level, single point of contact to centralize service management across all locations. This streamlines operations, increases efficiencies and ensures consistency across markets.



Each year, our IT professionals
support nearly

300

major communications
organizations in response
to leading industry trends.

Select Communications Clients We Support

Wireless

AT&T Mobility
Sprint
T-Mobile
U.S. Cellular
Verizon Wireless

MSOs (Cable/Satellite)

Altice USA
Charter Communications
Comcast
Rogers Communications
Time Warner Cable

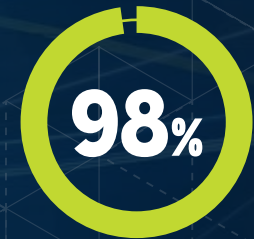
Integrated Carriers

AT&T
CenturyLink
Frontier Communications
Verizon Communications
Windstream

Connected Solutions

Arrow Electronics
Broadcom
Nest
Qualcomm
Zebra Technologies

Visit our case study library to read client success stories [↗](#)



Client retention



**Say we help them achieve
quantifiable outcomes**

About Us

People are at the heart of every successful business initiative. At TEKsystems, we understand people. Every year we deploy over 80,000 IT professionals at 6,000 client sites across North America, Europe and Asia. Our deep insights into IT human capital management enable us to help our clients achieve their business goals—while optimizing their IT workforce strategies. We provide IT staffing solutions, IT talent management expertise and IT services to help our clients plan, build and run their critical business initiatives. Through our range of quality-focused delivery models, we meet our clients where they are, and take them where they want to go, the way they want to get there.



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