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TECHNICAL IT AUGMENTATION SERVICES

ACCESSING A SUITE OF
TECHNICAL SERVICES THAT
CAN BE LEVERAGED TO
INCREASE YOUR INTERNAL
TEAM'S BREADTH OF
CAPABILITY OR CAPACITY

Bio's Technical Augmentation Services help clients cope with the breadth, depth and complexity associated with running an Enterprise IT technology infrastructure. Even the most mature client technology teams struggle to master all of the technologies they are expected to be fluent in navigating.

With so many service providers and product companies promoting their preferred portfolios and services, truly impartial advice is near-impossible to come by, and often is bundled within undesirable support and managed service packages that are just inappropriate for what you really need - expertise you can depend upon!

Bio's technical augmentation services give you the raw value you need. Through a considered client-requirement driven approach, Bio combines a blend of appropriate technical skillsets to support your technical requirements. Through a solid approach, Bio provide proven expertise, knowledge and insight to your teams to strengthen technical decision-making, manage risk, effect faster change and maximise infrastructure availability.

WHAT ARE TECHNICAL AUGMENTATION SERVICES?

Bio technical augmentation provides a suite of technical services that can be leveraged to increase your internal teams breadth of capability or capacity.

Services include:

- **Technical Design** - providing architecture and solution design expertise to help clients understand the feasibility and impact of new or changes to their technology infrastructure
- **Technical Configuration and Commissioning** - providing a range of expertise appropriate to the detailed planning, configuration, pre-build and testing of complex technology changes
- **Technical Implementation** - providing suitably qualified technical expertise to implement changes to technology infrastructure
- **Technology Troubleshooting** - to assist or lead in the determination of underlying issues, incidents and problems that are impacting business or IT service performance
- **Technical Administration** - ensuring basic technical housekeeping tasks are maintained, freeing up premium technical resources

WHEN DO YOU NEED TECHNICAL AUGMENTATION SERVICES?

- When you need impartial technical expertise
- When you have a troublesome technical issue that isn't getting resolved
- When you require a second opinion or peer review to help with decision-making
- When you have a skills gap internally
- When you need expertise for a short period of time or intensity
- When your internal technical expertise is fully committed and cannot provide the support required
- When you want a mixture of technical expertise to strengthen your internal competencies

WHAT ARE THE BENEFITS OF TECHNICAL AUGMENTATION?

- Allows you to cover skills gaps in a cost-effective way versus full time staff or contractors
- Improves the integrity and assurance of technical decision-making
- Impartial advice ensures the interests of our clients is the sole focus
- Increases the expertise of in-house teams
- Improves the performance of technical change through faster, right first-time approach

Bio is an independent provider of IT professional, operational and consultancy services, spanning the lifecycle of IT.

Through our innovative augmentation services, we help you enhance the capability and capacity of your IT organisation.