



# Dev & QA Staff Augmentation for Telecommunications Company

## PROJECT DETAILS

 IT Staff Augmentation

 Jan 2016 - Ongoing

 Confidential



*"Density Labs' high-quality engineers make them stand out from other providers."*

## PROJECT SUMMARY

Density Labs provides staff augmentation services for a telecommunications company. Density Labs provides Ruby on Rails developers, React frontend developers, and QA engineers for the client's internal team.

## PROJECT FEEDBACK

Density Labs provides excellent resources who are easy to work with and have delivered a significant amount of work for the client. Density Labs' teammates are good at meeting their individual requirements and use Jira, Slack, email, and stand-up meetings for project management and communication.



## The Client

Introduce your business and what you do there.

I'm the VP of web applications at a business communications solutions company. We provide VoIP telephone services, video conferencing, and a variety of other solutions for residential customers, small and medium-sized businesses, and enterprises.

In my role, I lead a large team of engineers across the globe to deliver user portals, administration portals, and APIs, among other applications, for our end customers and internal teams.

## The Challenge

What challenge were you trying to address with Density Labs?

We hired them for staff augmentation services.



VP of Web Applications, Telecommunications Solutions Co



Telecommunications



San Francisco, California

### CLIENT RATING

4.0

Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 3.0

Would Refer: 4.0





## The Approach

### What was the scope of their involvement?

Density Labs provides us with staff augmentation services. They provide Ruby on Rails developers, React frontend developers, and QA engineers. The team receives training from Density Labs. In some instances, Density Labs brings in junior developers that they train for 3–6 months before they present them to us.

Once we bring in developers, it takes around three months to onboard them into our internal team. We provide them with requirements for them to implement.

### What is the team composition?

I work with several contractors from Density Labs.

### How did you come to work with Density Labs?

Federico (Founder & CEO) applied for a job we posted seven years ago, and we liked him. However, he needed to work part-time from Mexico, so a full-time offer didn't work out. Instead, he worked for us as a contractor and was really good.

As my team and responsibilities grew, I wanted to expand my contractors' footprint, so I proposed that Federico hire a team and create a company. He found really good developers and started Density Labs. Our need for help grew, and we hired more and more resources as contractors through Density Labs.

### What is the status of this engagement?

We started working with them around 2016, and the engagement is ongoing.





## The Outcome

What evidence can you share that demonstrates the impact of the engagement?

Density Labs attracts excellent resources – that’s the biggest advantage of working with them. We really like the team we work with, and they’ve delivered huge amounts of work for us. In some cases, resources have worked with us for many years.

How did Density Labs perform from a project management standpoint?

At the engineering level, they don’t have project management tasks. Although we’ve had some resources in roles that involve a bit of leadership, Density Labs’ team has individual responsibilities for delivering their work, and they’re good at that. We don’t have a set budget; we pay Density Labs by the hour.

We use Jira for project management. As for communication, we have stand-up meetings to sync and also use email and Slack.

What did you find most impressive about them?

Density Labs’ high-quality engineers make them stand out from other providers.

Are there any areas they could improve?

They could improve the way their account management team communicates.





## Do you have any advice for potential customers?

Be very specific about the requirements for the resources you're looking for. When communicating with Density Labs' representatives, don't make any assumptions about everybody agreeing — be very explicit and clear in your directions.

