

THE ARMADA
GROUP

On-Demand Talent
Solutions™ for the world's
most innovative companies.
Connecting extraordinary
talent with world-class
opportunities.

The Armada Group, Inc
Phone: (800) 408-2120
Fax: (831) 515-5111
info@thearmadagroup.com
thearmadagroup.com



ABOUT THE CLIENT

Cisco® is the worldwide leader in networking for the Internet. Cisco hardware, software and service offerings are used to create the Internet solutions that enable individuals and companies throughout the world easy access to information anywhere, at any time. The Cisco name has become synonymous with the Internet, as well as with the productivity improvements that networked business solutions provide.

CLIENT SITUATION

Maintaining its position as a dominant player in the marketplace requires that Cisco's internal IT infrastructure, including critical networks, platforms, systems and applications, are continuously aligned with, and able to support, mission-critical operations across all of the organization's locations throughout the world.

Cisco's Global IT Services management team is responsible for developing and maintaining leading-edge, cohesive internal systems and applications for all business units across the globe in order to maximize productivity and performance.

In order to meet IT Services management's ongoing application development objectives, Cisco needed a highly skilled IT solutions provider with the specialized knowledge of its diverse infrastructure applications.

"Everyone I've ever worked with at The Armada Group is not only knowledgeable, but makes the experience a good one. They know it's not enough to do the 'what,' but 'how' is just as important. Armada's team possesses the attributes I value the most: openness, honesty and high integrity — both at a personal and professional level."

- Development Manager IT Services Management

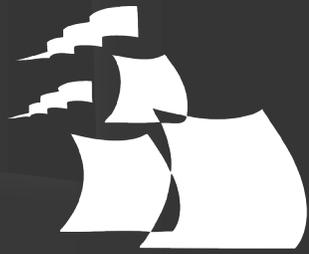
ARMADA SOLUTION

After a comprehensive evaluation of IT consulting firms, Cisco's IT Services management team decided to partner with The Armada Group as their outsourced solutions partner for onshore IT Services management applications software development.

The Armada Group provides software application development and project management services in support of key application development initiatives. Three examples of globally deployed Cisco Web applications which Armada played an integral role in the development and implementation of are: OnRamp, RAEX and IP telephony.

OnRamp:

- A central access point to request accounts for and administer access to various types of user access tools, simplifying the process and streamlining use of the system. The Armada Group consultants provide full life cycle project management, application development, QA and ongoing support of OnRamp. The Armada Group also provides 24x7x365 support of the application, and is held to rigorous service level agreement (SLA) standards.



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Remote Access Extended Workplace

- RAEX solution is a globally deployed always-on, secure, home-office service that establishes a Virtual Private Network (VPN) connection to the Cisco corporate network. RAEX improves security of remote network connectivity, reduces costs of public switched telephone network (PSTN) lines and mobile phones used at home, and provides workforce continuity during natural disasters or pandemics. The Armada Group is involved in application design, development, enhancements and ongoing support of the RAEX application, as well as project management, QA and support.

IP Telephony

- Provides a highly integrated suite of tools for centrally managing a globally distributed IPT business solution resulting in minimized operational costs. By using the IT Services-IPT solution, Telephony Number Management, Unity, Call Manager, Cisco IP Communicator and Unified Communications products, user provisioning of IPT requirements are made easy and efficient, resulting in maximum service availability and reduced costs. The Armada Group participates in the integration, enhancement and support of Telephony and Unified communications products; and provides software development, project management, portfolio management, budgeting and ongoing support of Cisco's IP telephony solutions globally.

RESULTS

The Armada Group's managed service team has consistently exceeded expectations for the IT Services management organization. Year-over-year, The Armada Group's dedication and ability to respond quickly and accurately to often changing projects, has helped this team meet its critical deliverables. Additionally, The Armada Group has provided full life cycle software development solutions to Cisco's IT Services management challenges, including comprehensive project and program management services which have significantly alleviated Cisco's IT management overhead.

ABOUT ARMADA

Armada is an On-Demand Talent Solutions™ firm specializing in Software Development, IT, and Technical Project Management. For over 17 years, Armada has delivered On-Demand Talent Solutions for the world's most innovative companies. Headquartered in Silicon Valley, our highly-trained Talent Consultants can help you solve your toughest hiring challenges, quickly and cost effectively.

"We have a very successful partnership with The Armada Group; they are positive, professional and easy to do business with. We rely on The Armada Group to work seamlessly with the rest of our team in order to meet our delivery obligations and our clients' expectations."

- Senior IT Manager, Cisco