

FDM[★]

**Providing Cloud
Engineers to
build a fully
self-sufficient
cloud team**





Challenge:

FDM's client, a leading international bank, was looking to expand their Cloud Services operations from Singapore to China to enhance delivery of their cloud platform. To achieve this goal, the client set up a small team with the long-term aim of growing it into a fully self-sufficient operation that could support the Cloud Services Team in China.

The client needed engineers with cloud operating experience and strong communication skills to work with global teams. They also saw an increasing demand for cloud and DevOps skills as well as a shortage of adequate talent in these markets. Since the client and FDM have established a trusted global partnership, they decided to expand the relationship by entrusting FDM to provide high-quality junior talent in a cost-effective manner.

Solution:

FDM collaborated with the client to identify their requirements and understand strategic outputs. A tailored 10-week Technical Analyst programme was developed to enable the consultants to work in a cloud environment and a pop-up academy opened in Shanghai to deliver this. The programme covered the following:

- SQL
- Unix
- OOD (Java)
- Python
- Restful APIs

The client interviewed and selected seven individuals from the programme, with two of the seven being selected for a team lead role.

Outcome:

The seven FDM consultants are placed in the operations and site reliability functions to support the integration of over 100 app teams using cloud services. The consultants also handle the initial engagement with the client's internal customers and perform a long list of well-established semi-automated standard operating procedures. At the second stage of maturity, they started coding simple features according to demand. They quickly picked up the BAU portion of the cloud SRE portfolio, offloading senior SREs to focus on strategic deliverables and become an integral part of the Cloud Services Team.

With the FDM consultants joining the team, the efficiency, automation and transparency of the cloud infrastructure improved significantly, making it more flexible and easier to implement in different locations.

Benefits:

- **Niche skill sets:** The consultants were trained to the client's specifications and were able to quickly deliver on-site.
- **Talent diversity:** Five of the seven consultants were female, complementing the client's diversity initiatives.
- **Future talent pipeline:** The client has onboarded junior technology talent at the grassroots level. The FDM consultants are a guaranteed resource for a 24-month period. After which, they may transition into permanent roles, allowing for the retention of knowledge and skills.

The talent has been well selected and prepared by FDM, providing solid fundamentals that we are able to build on for the long term.

Senior Manager, Public Cloud SRE & Grid

Our work with cloud:

FDM's unique business model and the 10-week cloud training programme provides clients with consultants who understand the principles and key aspects of cloud technology, how it is implemented and the challenges which may arise. Areas of cloud the consultants are trained in are:

Cloud fundamentals

Cloud system design and security

Creating and configuring cloud resources

Storage and databases

On-premise and multi-cloud solutions and more

Before completing the FDM programme, consultants are given a final project which ties the above modules together with languages which they have learnt, such as SQL, Python and UNIX.

Following training, our consultants are making an immediate impact for our clients and are contributing to the success of strategic cloud programmes across our client base.



30+
consultants placed in cloud roles

Consultants placed at:

Lloyd's of London

HSBC

M&G Investments