



Consulting Services

Independent expertise that makes everything work better

Assessment & Recommendation

Objective analysis of current systems or development plans in the context of long-term business goals and current business processes

Design & Architecture

Creative systems design and innovative technical approaches to achieve business objectives

Implementation

Skilled and agile project leadership and management in 100+ countries

Stabilization

Diagnosis, rapid stabilization, and solutions for complex, unstable environments

Imagine a consultant who doesn't push any one manufacturer's products . . . who knows how to make all your products work together . . . and who can implement strategic solutions worldwide.

Sound impossible? Meet The InTech Group.

- **Independent.** We offer completely objective assessments of systems, products and plans because we're not aligned with any manufacturer.
- **Expert.** Our system designs are based on practical experience with every major communications product and tool manufactured— we don't need extra time to come up to speed.
- **Proven.** Our implementations begin in our own product test lab where we test new products and multi-vendor product integration— we know how to make things work.
- **Creative.** Our culture fosters team problem-solving, brainstorming, and knowledge-sharing—leading to better ideas and better solutions.
- **Global.** We have hundreds of skilled project managers and technologists in 100+ countries who speak the local language and work effectively within the local culture and regulatory environments.

Our Consulting Services align communications with business strategy and processes to make people, products and technology work better.

With decades of experience across a wide range of industries and environments, we can solve our clients' toughest technical challenges:

- Evaluating current systems and recommending solutions to improve stability, resilience and performance.
- Integrating global voice and data networks for continuity across multiple countries, sites, cultures and languages.
- Improving enterprise and government contact center stability, performance and efficiency.
- Integrating multi-site, multi vendor environments, such as those resulting from mergers or acquisitions.
- Stabilizing and redesigning sub-optimal systems.

"I've successfully recommended InTech several times. Clients love InTech, because they go to bat for them and do whatever it takes to get the job done."

Consultant Program Manager, ,
Global Communications
Manufacturer

For more information and
case studies, visit
www.intech-group.com.

Our Clients

Our clients range from regional firms with single locations to some of the world's largest, most recognizable companies:

- Top 10 U.S. bank / Fortune 500 company
- World's leading mobile phone supplier
- Largest municipal government in North America
- Leading global provider of consumer specialty insurance/assistance services
- Leading health care system in Massachusetts
- Leading telecommunications company in Australia
- Global asset financing firm.

Representative Projects

- Developed infrastructure integration strategy for a global provider of travel insurance services.
- Stabilized and redesigned a complex multi-vendor environment for fast-growing 311-call center.
- Provided independent assessment of a new solution for a regional medical center.
- Improved contact center operations for a global asset financing firm.
- Developed complex RFP for network managed services for diversified financial services firm.
- Managed replacement of IVR system for major Southwestern city.

How We Work: Six Simple Ideas

Put the Client First

We work within our client's culture, customs and practices. We strive to deliver client service that surpasses everyone else in the business.

Leverage the Wisdom of Teams

We leverage individual strengths through team problem-solving, brainstorming, and knowledge-sharing—leading to better ideas and better solutions.

Focus Solutions on the User

We design all solutions around the user experience, while determining the technological and financial feasibility of alternative solutions.

Design for Real Life

We have extensive experience improving customer service by leveraging technologies and streamlining business processes and flows.

Simplify the Complex

We deliver consistent and comprehensible communications, including user-friendly documentation that helps people understand how things *currently* work and how they *should* work.

Sweat the Details

Our meticulous approach ensures that business requirements are thorough, alternatives are explored, and tested solutions are delivered on-time and on-budget.

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