



## Managed Services

Expert management that keeps you in control

### Ad Hoc Resources

Skilled in-country resources for incident-based voice and data support in 100+ countries

### Project Management

Expert InTech project managers implement voice and data projects globally

### Voice Managed Services

Global PBX maintenance & management with seamless transition to hosted voice solution

### Data Managed Services

Global maintenance & management of network, network security, appliances and endpoints

Why InTech for Managed Services? Because we don't just replace client processes, we transform them.

After 25 years consulting across a variety of industries and operating environments, we know how to make people, products and technology work better. That's why InTech's Managed Services feature continual improvement and consistent communications: We believe it's all about superior performance while keeping the client in control.

Our services deliver what clients are seeking—but rarely get—from a third party service provider:

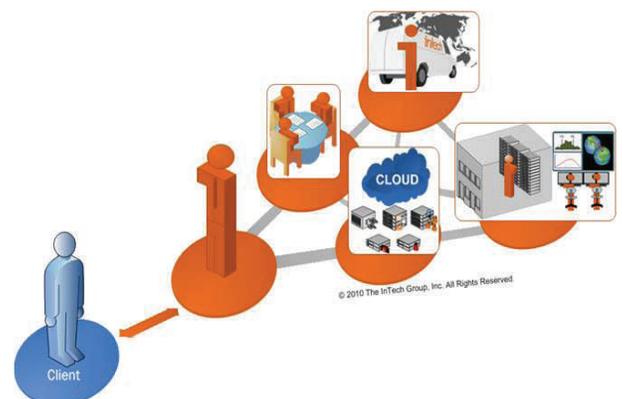
- **Partnership** on IT governance, "ownership" of the environment, and the flexibility you would expect from a true partner.
- **Performance** beyond SLA-based service levels, with improvements in stability, efficacy, efficiency, workflows and processes.
- **Convenience** via single reliable global point of contact, centralized invoicing, proactive communications, and dedicated website for documentation, reports and technical drawings.
- **Excellence** in customer service at every touch-point and global continuity of look/touch/feel for users.
- **Strategic**-tactical bridging techniques, with clear migration paths to new equipment and services.

Our Managed Services for Voice and Data include:

- Audit IT strategy, environment, work-flow.
- Review infrastructure stability, document issues, establish proactive updates.
- 24X7 NOC remote trouble-shooting and dispatch, issue lifecycle management to resolution, root cause analysis.
- Daily system reviews and discussion on systems, tickets, issues.
- Hosted voice services option for major back-office services including voice, contact center, email.

The benefits our Managed Services clients enjoy:

- Well-run operations with continued visibility and control.
- Continually enhanced productivity and efficiency.
- Consistent practices across the globe.
- Predictable costs with downward trend due to cost containment and improvement.
- Excellence in customer satisfaction.
- A trusted partner in IT.



Typical Managed Services engagement progression.

*“The integration is getting more challenging now that we’re getting closer to deadlines in many countries. With the competent team at InTech, I still get a good night’s sleep.”*

Voice &email Migration  
Manager,  
Network Communications  
Company

For more information and  
case studies, visit  
[www.intech-group.com](http://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

- Migrated 60,000 employees in 60+ countries to a new voice and data infrastructure within four months.
- Improved performance of communications infrastructure across multiple sites in North and South America.
- Improved the accuracy of mobile phone invoicing for 100,000+ subscribers at sites across the globe.
- Completed voice and data CPE inventory in nine Latin American countries within three months.
- Hosting feature-rich voice services with premium support for new North American site.

## How We Work: Six Simple Ideas

<b>Consistent Contact</b>	Consistent communication is built into our processes, with a single point of contact and continual client updates.
<b>Local Presence</b>	Local technicians speak local language and know local carriers, customs and regulations, for greater effectiveness.
<b>Continual Improvement</b>	Continual process improvements increase productivity, lower costs and improve the way the business achieves its goals.
<b>Online Access</b>	Online SharePoint site for all reports and documentation keeps client informed and in control.
<b>Flexibility</b>	Programs are customized to meet client needs, such as single billing for all locations worldwide.
<b>Agility</b>	Skilled workers are hand-picked for superior client service, ready to respond quickly.

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