



# Partnering with InTech: How We Can Help Your Clients

Global agility in technology solutions.<sup>SM</sup>

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Partnering with InTech leads to satisfied clients, retained revenues and new cross-selling opportunities. Here's why:

Situation		InTech Response	Case Study Example
<b>Limited Global Resources</b>	You <b>don't have the global resources</b> to meet your client's target implementation date or to provide multinational continuity	<b>InTech's global (local) team will manage the touch points with all distribution models and languages to provide worldwide continuity</b>	Carrier Partner was responsible for migrating 60,000 employees in 61 countries to a new voice and data infrastructure following joint venture ~ InTech assembled and led a team of in-country project managers in 61-countries to gather data, make recommendations and order changes all within 6 weeks – creating a <b>highly satisfied client</b>
<b>Lack of Contact Center Expertise</b>	You're competing for a sizable contact center contract and your sales people are more comfortable <b>selling small center environments</b>	<b>InTech will leverage its expertise with large call centers to work with sales people in developing a response to RFP and providing the professional services to manage, deliver and integrate the selected technology</b>	Manufacturer Partner's contact center system was troubled and its client was issuing an RFP for additional systems and to define a strategic approach – putting the business at risk ~ InTech stabilized the system, identified the design resolution, and project-managed the implementation to put the business-critical contact center back on track within one month – helping the Partner <b>retain the client and win an new \$10 million RFP</b>
<b>Multiple-Vendor Environment</b>	Your client's technical environment is multiple vendors and suppliers that <b>cannot agree on integrated approaches</b>	<b>InTech will coordinate all players in achieving a sustainable, stabilized and enhanced solution</b>	City was operating a multi-supplier/multi-vendor 311-call center handling 25,000 calls daily, but had underestimated the growing demand for service ~ Working with existing products and technology investments, InTech designed, architected and implemented a move to a more stable, predictable platform, then enhanced the platform to support unprecedented future growth – system <b>peaked at 250,000 calls in one day</b> without a hiccup, pleasing client, vendors and suppliers
<b>Independent Validation</b>	You've sold the client, but they've asked for an independent evaluation and validation that the <b>products will fit into the environment</b> and function as planned	<b>InTech will review the design and environment, provide an assessment, and offer suggestions for design improvements, if any</b>	Manufacturer Partner's client wanted an objective third-party review of a proposed design concept for a hospital data and voice infrastructure ~ InTech recommended several security, core and edge engineering enhancements, and proposed equipment to position the client for future technologies – <b>client purchased \$750,000 in equipment</b>