



# When to Call InTech

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

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Industries ↻	Financial Services	Health Care	Carriers/Operators	Government	Commercial Developers
Environments ⤵					
<b>Contact Centers</b>	Design/build/manage credit card call center	Creatively deploy call center software to improve patient service, optimize staff, and make staff more productive	Design/build/manage customer contact center, customer technical center, and billing center	Design/build/manage 311 citizen service center, 911 emergency center, or finance department collection center	Design/build/manage centralized IT services and security for tenants, with a 24X7 help desk
<b>Multi-Site/ Multi-Vendor</b>	Provide post-merger voice and data network integration and consolidation across combined organizations	Audit existing technology and create consistent technology management across all small and large facilities	Augment professional services staff to provide multi-vendor solutions to customers, to strengthen customer relationships	Support over-stretched internal staff by managing technology vendors, data warehouses, PBX epicenters, call centers, etc. and manage rollout of new IT projects	Audit existing technology and contracts with carriers and vendors, and renegotiate multi-development contracts to reduce costs
<b>Global Voice and Data Networks</b>	Manage projects, carriers, vendors and help desks for hard-to-reach geography with same look, touch, feel	Create global cross-training, cross-diagnosis, and rural outreach programs utilizing cost-effective technology	Augment staff in remote geography for large customer projects, building out internal infrastructure, and locating and managing collocation facilities and POP's.	Establish better rates and contracts for specific locality through InTech's relationships with global voice and data carriers and distributors	Build and run centralized IT infrastructure to reduce costs and implement disaster recovery options for commercial developments
<b>Sub-Optimal/ Unstable Performance</b>	Stabilize voice and data environment and develop long-term predictable management and service delivery	Work with staff to centralize unified messaging, call centers, security and core infrastructure to reduce recurring costs and management	Stabilize voice and data environment and develop long-term predictable management and service delivery	Resolve overlooked maintenance issues by identifying hardware and software that is not updated (patches, upgrades, unsupported by manufacturer, end of life) and mitigate future catastrophic issues	Manage IT infrastructure remotely and on-site to keep it running smoothly in reduced-staff environments without the cost of full time employees