



Innovative Technology Solutions

Services That Optimize IT Value[®]



About ITS

For more than 10 years, ITS has been providing consulting services that help IT management teams drive operational and financial results. By using strategic advisement and technology as business tools, ITS delivers outstanding IT services and exceptional value for our clients. ITS: *Services That Optimize IT Value[®]*.

Our Services

Managed Onsite Services

ITS Managed Onsite Services rely on proven processes (such as ITIL) to customize, build, implement, and manage a team of professionals who are stationed at your site to fulfill your IT needs. We provide an experienced manager, engineers, administrative support, and SLAs. You gain the benefit of a highly integrated onsite team that has the responsiveness of an outsourcer at an equal (or lower) price than in-house staff.

Many companies trust our Managed Onsite Services teams to fulfill their helpdesk, desktop support, IT logistics, network operations center, server support, operating system engineering, messaging engineering, and network engineering needs.

Technology Consulting

Our technology consultants work with you to ensure you get the right IT solution. Our project managers partner with you to control cost and risk. In all cases, you'll have a dedicated ITS point of accountability to ensure a smooth transition. ITS can assist you anywhere in a project lifecycle, from requirements gathering to implementation, whether the project is network, security, storage, operating system, systems management, or storage related.

Executive & Strategic Consulting

The senior consultants at ITS have extensive experience at building, running, and enhancing IT organizations. Whether you are expanding existing operations, consolidating for cost savings, enhancing management or quality processes, or turning an organization around, ITS can help.

Our Services Ecosystem

Each of our three main areas of expertise –Managed Onsite Services, technology consulting, and executive & strategic consulting– reinforces the others.

Clients who only take advantage of one of our services receive the value of our understanding of how it fits into the "big picture".

Clients who take advantage of more than one of our services leverage even more value from our relationship because we already know so much about their environment.

All ITS client relationships utilize our proven best practices to reduce cost and ensure quality, but every relationship is custom-tailored to each client's specific needs.

Contact Us

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Managed Onsite Services

- Helpdesk/Service desk
- Desktop support and maintenance
- IT and parts logistics
- Network operations center
- Server support and maintenance
- Operating system engineering
- Messaging engineering
- Network engineering
- Network management
- Process mapping/documentation
- Performance reporting/SLA platforms
- ROI Analysis

Technology Consulting Capabilities

- Requirements gathering
- Migration planning and execution
- Design and specification
- Standards and policy creation
- Project management and vendor coordination
- Implementation
- Knowledge transfer and level one, two, and three support
- LAN, WAN, and networking
- Network systems deployment, monitoring, and management
- Server and desktop operating system build and deployment
- Infrastructure integration services
- Directory services
- Centralized desktop deployment and management/Systems resource management
- E-mail infrastructure
- Security analysis, remediation, and management
- Disaster recovery and business continuity
- System documentation

Vendors & Authorized Partners

- Altiris/Symantec
- Avaya
- Cisco
- Dell
- HP/Compaq
- IBM
- Lotus
- Microsoft
- Nortel
- Novell
- VMware