



**INNOVATIVE**  
TECHNOLOGY SOLUTIONS



## Take the guesswork out of improving your IT managed services.

IT support exists to improve business efficiency. Yet without a strategic roadmap built on data-driven insights, your staff can be overworked, spending excessive time putting out “technical fires” instead of being focused on strategic tasks that fulfill core business needs.

ITS' Consulting Services are the first step toward transforming your managed services. Our experts have the industry experience and best-in-class tools to methodically assess your entire support operation. We look at your IT support services holistically, identifying improvement areas that will have the greatest impact on employee productivity, service levels, and end user satisfaction.

ITS consultants carry the ITIL and Six Sigma black belt designation and are versed in every facet of IT managed services. After a careful pragmatic analysis of your operation, a written report will measure your services against industry benchmarks, describe best practices for each function, and outline specific actions that will increase the value of your managed services.

From the quality of your service desk to securing your mobile devices and closely monitoring enterprise software, ITS offers an end-to-end solution. Let us show you how to integrate your managed services, uncover opportunities, solve problems, and deliver new benefits to your enterprise.

## Consulting Services

### MEASURABLE RESULTS

ITS consultants provide insights designed to move the needle in your IT managed services programs. Available as a standalone offering or as the first step in our integrated solution, our consultants offer:

- **Expertise:** Certified ITIL and Black Belt consultants use recognized Six Sigma statistical methods and ITIL frameworks in project execution.
- **Structured Analysis:** ITS consultants use best-in-class tools and technologies to measure, process, and assess your operations against industry benchmarks.
- **Practical Recommendations:** Once areas of improvement are identified, our team goes a step further by providing realistic and achievable implementation steps tailored to your timeline and budget.
- **Implementation:** ITS will implement your IT managed service program changes as required, enabling you to continue to focus on your core business.
- **Follow Up:** Our experts don't simply recommend and leave. We follow up to make sure you experience the results you expect.