



INNOVATIVE
TECHNOLOGY SOLUTIONS



Services that Optimize IT



A Full Suite of Services Built to Work Together

In many ways, enterprise IT is a series of processes. When you streamline those processes by resolving challenges and uncovering the hidden opportunities, you're able to refocus on your core business needs while also maximizing the value of your IT investments.

After more than 20 years, Innovative Technology Solutions (ITS) has mastered the art of improving business processes through our IT Managed Services solution. It is uniquely qualified to take your IT organization to the next level of efficiency and strategic value.

We set ourselves apart by looking at IT managed services as a way to improve the entire enterprise. We do this by carefully reviewing your infrastructure, examining customer wants and needs, and analyzing your service levels using our data-driven methodology. Once complete, we apply the appropriate solutions to solve specific issues and reveal new strengths.

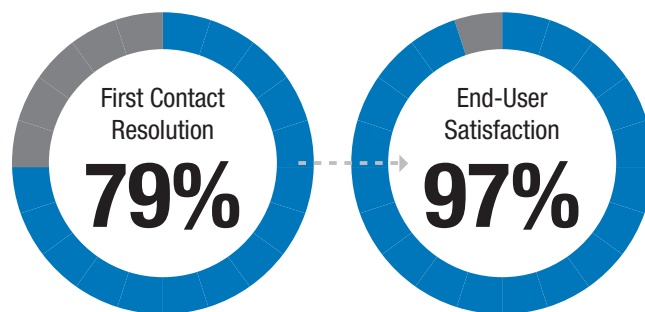
Our connected solution does more than simply deliver IT services. It strategically elevates the performance of your IT organization in measurable ways, for the benefit of everyone connected to your enterprise.

Solutions Tailored to Your Needs

Our end-user focused services lift the productivity of your company and its people. From the quality of your service desk, to securing your mobile devices and closely monitoring enterprise software, we provide tailored, coordinated solutions. Our IT managed services not only eliminate business problems through a culture of continuous improvement, but also turn those services into a strategic advantage.

ITS combines our world-class infrastructure with advanced practices that remove inefficiencies and increase service levels. Our execution of the "shift left" methodology, for example, moves service desk work functions to first level support resources (e.g. self-help, knowledge base, and service catalog). Shift left has been proven to increase first call effectiveness, reduce downtime, reduce cost, and free up employee time to perform higher-value work.

Repeatable, Consistent Value



Proven, Measureable Growth

“We built our trust with them and established a relationship that ITS was more than just a service provider. I think the relationship that we built within the IT department was a big part of why we grew.”

— Site Manager, City Government IT Department

Consulting Services

Focused on industry best practices and benchmarks, IT Consulting is ITS' unique pathway to problem-solving. Before we propose solutions, we perform detailed, deep-dive assessments to uncover issues. The data we collect is analyzed to spot problematic areas as well as to identify processes that can be transformed for greater efficiency, fewer errors, and faster response times.

Certified ITIL and Black Belt Consultants are trained to think holistically about your entire IT service ecosystem. Also available as a standalone service, Consulting's analytical approach to IT service fulfillment is one of the best steps your organization can take to improve its service levels.

Service Desk Management

Resolving employee IT issues quickly and competently is our central focus in Service Desk Management (SDM). With over 20 years of experience, ITS service teams are fully qualified to deliver Level 1, 2 and 3 support.

Our execution of the shift left methodology has produced an average first contact resolution score of 79%. In addition, our enhanced IT service management suite allows 90% of all incident tickets to be tied to knowledge documents for faster problem resolution.

ITS Technical Operations Centers provide a single point of contact for incoming calls on a 24/7/365 basis. Multiple U.S. locations ensure geographic diversity for disaster recovery, while centers in Mexico, Lisbon, and Singapore, all with multi-language support, provide competent and highly qualified service to overseas markets.

Client Computing Management

Client Computing Management (CCM) integrates with SDM and/or your internal resources to provide complete endpoint device support. CCM offers depot repairs for any server, PC, printer, portable device, along with dispatched or continual onsite repair capability as desired—all with technical skill sets specifically matched to your device inventory.

CCM also includes remote device provisioning and software updates. From installs, moves/adds/changes and onboarding/offboarding, to Windows migrations, remote system and image deployment, we can cover routine software management tasks through one process, one inventory, and one SLA.

System Performance Management

System Performance Management (SPM) provides 24/7 monitoring of all your IT assets in order to reduce downtime and optimize operations. Each critical asset is tracked and monitored; to maximize your capital investment, we also provide complete lifecycle management including warranty tracking.

In addition, SPM monitors all specified applications within your network for optimal SLA performance. We use the latest technologies to continually manage your infrastructure, tracking operating systems and enterprise applications, overseeing event logs, and monitoring overall system health.





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