



**INNOVATIVE**  
TECHNOLOGY SOLUTIONS



**DEDICATED TO ENHANCING YOUR ENTERPRISE IT**

Innovative Technology Solutions (ITS) is a leading provider of managed IT services that enhance enterprise IT through scalable solutions in device management, service desk, network monitoring, security operations and more. With a focus on end user satisfaction, ITS delivers increased employee productivity, optimized system performance and strategic value through measurable infrastructure ROI.

**SERVICES THAT OPTIMIZE IT**

After more than 35 years of partnering with companies of various sizes and industries, ITS has mastered the art of improving IT processes. With a history rooted in continuous improvement and a future driven by technology, we are uniquely qualified to take your IT organization to the next level of efficiency. ITS combines a world-class infrastructure with advanced practices to remove inefficiencies and increase productivity for our clients.

**35+**

years of proven experience

**1.2M+**

service desk annual contacts

**79%**

first contact resolution

**90%**

incident tickets tied to knowledge documents

**97%**

end user satisfaction

*We built our trust with them and established 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, IT Department  
City Government

**INDUSTRY EXPERTS**



Financial



Government



Healthcare



Manufacturing



Technology



Utilities



Professional Services



SERVICES THAT OPTIMIZE IT®



## MANAGED IT SERVICES

With all the challenges involved in running your company's IT infrastructure, managed IT services may not be top of mind as you juggle productivity with cost savings. That's where we can help streamline your IT operations, maximize the value of IT investments and evolve into a digital workplace.



### SERVICE DESK

Service Desk Management is a scalable, world-class offering geared to the needs of mid-to-large sized organizations. We customize our solutions to fit your specifications, supported by exceptional systems and infrastructure that include:

- Intake & Routing
- Tiered L1/L2/L3 Resolution-based Service Desk
- English, Spanish and 20+ Other Dedicated Languages
- US Domestic Service Desk
- Mexico-based Near Shore Service Desk



### IT STRATEGY & CONSULTING

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 your integrated solution, our consultants offer:

- IT Maturity Modeling for Infrastructure and Operations
- IT Strategy
- Virtual CIO
- Risk assessments
- Hardware and Software Procurement



### SECURITY OPERATIONS

Protecting your valuable IT assets has never been more important. We can help with the security consulting and strategy needed to help advance your security posture and optimize the investments you've already made.

- Security Incident and Event Management (SIEM)
- Security Operations Center (SOC)
- Vulnerability Assessment
- Penetration Testing
- Cybersecurity Consulting



### INFRASTRUCTURE MANAGEMENT & MONITORING

System Performance Management looks at your IT infrastructure as an interrelated ecosystem. We measure performance in terms of business objectives, according to priorities that you establish. Our offerings include:

- 24/7 Management, Monitoring and Alerting for Server, Storage, and Network
- Backup and Recovery
- DR & Business Continuity Testing
- Virtualization
- Public, Private and Hybrid Cloud Management
- Application Patching and Maintenance
- Telephony & UCM



### END-USER SUPPORT

Hardware or software, mobile or stationary, on location or at our depot, we have a range of services to satisfy virtually any need. Services can be tailored to your enterprise requirements, supplementing your in-house staff or as a standalone service.

- Dedicated Desktop Technicians
- IMAC
- Break-Fix
- Global Dispatch Techs & Hot Hands
- Depot Services
- Digital Asset Management
- Mobile Device Management
- User Access Administration
- Staff Augmentation
- VDI

## TRUSTED BY LEADING COMPANIES

