

intelitech

COMPUTER SOLUTIONS

integrate

implement

optimize

execute

We're on a mission.

Successful companies know: Information technology is driving the financial performance of 21st-century enterprise. In the digital economy, the ability to integrate people, hardware, software and data – across platforms and across borders – is critical to achieving a corporation's vision and mission.

Our competitive edge becomes yours: A critical combination of ability, agility and affordability. Our record of success is powered by a passion for customer productivity. We provide companies throughout North America and Europe with affordable IT staffing, service and support to optimize information technology resources within a mission-driven context. Intelitech is a member of the Microsoft® Certified Partner program. As an authorized reseller for leading manufacturers like Compaq, HP and IBM, we're able to provide customers with significant savings on leading edge hardware and technology.

When you hire us, you get us: Intelitech is owned and operated by system engineers with advanced knowledge of business application technologies, software and solutions. Each partner takes a leading role in customer service and satisfaction. When you hire us, we stay on point to ensure the success of your relationship with us.

We're on a mission: to improve the productivity and profitability of your enterprise.

Mission-critical IT services

- Help Desk Solutions
- Desktop Support
- Staffing and Training Solutions
- Consulting and Project Management
- Asset Management
- Service Contracts
- Disaster Recovery Programs

A mission-critical technology services provider.

1-888-818-4833 www.intelitech.net 1610 North 17th Street, Tampa, Florida 33605

Intelitech Consulting and Project Management

PARTNER. EVALUATE. PLAN. IMPLEMENT.

Leading-edge solutions, performance-enhancing results.

Keeping pace with information technology is no longer a challenge, it's an opportunity. We will join with you to maximize the potential of that opportunity.

Our expert consulting and project teams deliver turnkey solutions that follow through with continued, mission-critical support. We will assemble a team suited to your particular needs and goals, then see it through an implementation process focused on cutting costs and enhancing your company's performance.

Sample Consulting and Team Projects:

- IT Analysis and Planning
- Help Desk/Desktop Services
- Network Infrastructure
- Network Implementation
- Database Design
- Software Rollouts
- Hardware Upgrades
- Disaster Recovery

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Intelitech Staffing and Training Solutions

SCREEN. TRAIN. MOTIVATE. SUPPORT.

Talent. With a passion for productivity.

Our reputation for providing highly qualified, highly motivated IT staffing is well-earned. Time and again, Intelitech has delivered on a promise of superior personnel, service and support. As our presence within each new customer's operation grows, so does our impact. For proof of our performance, we invite you to review the customer testimonials included here or visit www.intelitech.net/customers.

The right person. Right now. Our IntelliSkill™ matching process enables us to quickly identify and supply the right person with the right skills for the job – the first time.

Some of the positions for which we carefully screen, train and motivate personnel:

- Project Managers
- Technical Writers
- Database Administrators
- Network Administrators
- Help Desk Support
- I.S. Managers
- LAN/WAN Engineers
- Anti-Virus Administrators
- Backup Administrators
- Exchange Administrators
- Server Administrators
- Technical Trainers
- Web Developers
- Programmers

The experienced team we have on staff is augmented by an extensive database that enables us to quickly locate and place qualified IT personnel throughout North America. Many of our technicians have extensive international experience and can provide seamless solutions across platforms, borders and languages on projects requiring overseas travel and international understanding.

Business application software and training. We support all the latest platforms, programs and software, and our IntelliSkill training programs will instill the mission-critical skills and confidence your people need to achieve your business objectives. Whether your needs are in infrastructure, networking, desktop applications, finance, data management, sales, inventory and distribution or customer relationship management, Intelitech has supplied business systems solutions to all types of businesses.

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Asset Management

EVALUATE. PLAN. INTEGRATE. IMPLEMENT.

Is your infrastructure supporting you or are you supporting it?

Keeping pace with the latest technology is a costly imperative. We can help you manage and contain those costs. Properly acquisitioned and managed over time, your digital assets can generate a significant return on investment, even as they depreciate. Asset tracking should be viewed as a lifecycle, from lease-source to return, from purchase to disposal. Knowing the exact status, location and value of your equipment is imperative.

Preventing assets from becoming liabilities. Planning, tracking and managing leased or capital assets is as important as the assets themselves. Procurements must be made within an enterprise-wide perspective. Lost equipment and late return fees on leased assets can exceed the original cost of the lease. The ability to track the implementation and depreciation cycles of your infrastructure is key.

Asset Management for maximum ROI

- Budget allocation
- Contract timelines
- Software licensing
- Equipment requisitions and approvals
- Ordering and delivery
- Configuration, deployment, reallocations and replacement
- Coordinate or perform vendor warranty and repairs
- Residual cost negotiation, lease termination and renewal
- Removal preparation and return
- Equipment disposal

Purchasing We leverage our purchasing power with manufacturers and pass the savings on to you. Intelitech can warranty and supply hardware from manufacturers like Compaq, HP and IBM across North America. Let us advise you on difficult hardware decisions and help reduce your costs.

Leasing Intelitech offers customized Hardware Leasing Plans. Call us to learn more about the advantages of leasing and develop a plan that fits your needs. Or email us at info@intelitech.net.

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Help Desk

RESPOND. RESOLVE. STANDARDIZE. SUPPORT.

Call Center and Service Desk Solutions.

Solving problems quickly and efficiently. Centralizing and standardizing service and support procedures. Quick answers, better business. Help desks keep your business moving and customer satisfaction high. Leverage our expertise in desktop support, and help desk incident and application issues. We'll help you enhance customer relationships and resolve user application issues quickly.

Intelitech Help Desk Solutions Partnering with you to implement new efficiencies and an enhanced customer experience.

- Designing the right Service Level Agreements (SLAs)
- Providing skilled, customer-centric staffing
- Implementing scalable in-house and remote call center solutions
- Delivering better service to internal users and external customers

Intelitech is a member of the Help Desk Institute (HDI), providing the latest industry information. Call us to learn more about the advantages of Intelitech Help Desk solutions or email us at info@intelitech.net.

Disaster Recovery Programs

ANTICIPATE. PREVENT. RESPOND. RECOVER.

Can your business survive a disaster?

In the digital economy, it's not just large corporations that require a Disaster Recovery Program (DRP) be in place; no business can afford to go down and run the risk of never getting back up. In fact, most small businesses go out of business after suffering a major disaster. A DRP is your insurance against natural disaster, terrorism, corporate espionage, power failures and system outages.

Fortunately, today's technology makes it easier for any size business to implement and maintain an affordable disaster recovery program.

- Affordable solutions you can't afford to be without
- Development of Disaster Recovery Programs
- Infrastructure and equipment acquisition
- DRP planning and training
- Offsite computer backup software and storage plans
- Backup power and communications systems

Call us to learn more about the advantages of Intelitech Disaster Recovery Programs or email us at info@intelitech.net.

Intelitech Service Contracts

MONITOR. MAINTAIN. INSURE. PROTECT.

InteliCare™ – The ounce of prevention.

For many small- to medium-sized businesses, full-time IT staffing is impractical, but so is going without the critical IT service and support your business depends upon. InteliCare Service Contracts are the answer. Protect your investment with a pro-active approach to assuring desktop and call center support and preserving the integrity and security of your technology. Service contracts can be scaled to meet your needs and most services conducted with little or no interruption of your business.

All InteliCare Service Contracts include:

- Discounts over standard service rates
- Priority status on service calls
- Maintenance reports and recommendations
- Free standard site survey and analysis

InteliCare Service Contracts help assure the productivity of your information technology by providing prompt on-call support and on-site technician dispatch, plus the peace of mind that comes from detecting and preventing problems before they arise.

Sample contracts may include the following services:

- Desktop and call center support
- Server maintenance and support
- Network connectivity and support
- Verification of proper backup
- Virus protection updates
- Workstation performance verification
- Check of peripheral network devices
- Recommended upgrades of software, hardware and security
- Secure remote monitoring services

To learn more about the advantages of InteliCare Service Contracts call us or email info@intelitech.net.

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