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Global agility in technology solutions.[sm]

Faster voice/data integration for global mergers and acquisitions

>The InTech Group, Inc.

Worldwide in-country technical resources for newly merged companies

Global companies seeking to standardize and centralize voice and data infrastructure following a merger have an alternative to costly long, drawn-out integrations of multi-company structures: **The InTech Group, Inc.** combines a core team of strategists with a global network of **skilled in-country resources** to provide expert, agile post-merger voice and data solutions anywhere in the world – faster and less expensively than others.

"It is hard to find people who can do that quick assessment/ suggestion. InTech did it exactly right, and did not ruffle feathers."

CIO, Regional health care system

Global Affiliates

- Over 300 senior project managers and hundreds of highly skilled technologists in 100+ countries

- Global team averages 7+ years experience in voice and data

- In-country experts share local language and customs and are able to navigate regulatory and cultural challenges to keep projects on-time and on-budget

- Team includes strategists, consultants, architects, project managers, applications installers, and integration engineers

- InTech leadership ensures consistent approach and commitment to quality around the world

Global Services

- **Strategic assessment** – objective analysis of current systems or development plans

- **Creative design** – innovative technical approaches to achieving business objectives effectively and efficiently

- **Agile implementation** – project leadership and management at the speed of business

- **Global staff augmentation** – in-country project managers and technologists to expedite installations and voice/data projects

- **Expert management** – remote and on-site management of systems, carriers and vendors, for extended period or transition to stability or outsourcing

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Standardizing voice and data technology

InTech affiliates in 100+ countries

Afghanistan, Albania, Algeria, Angola, Argentina, Armenia, Australia, Austria, Azerbaijan, Bahrain, Bangladesh, Belarus, Belgium, Benin, Bolivia, Brazil, Bulgaria, Burkina, Cambodia, Cameroon, Canada, Chile, China, Colombia, Cote d'Ivoire, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Finland, France, Gabon, Germany, Ghana, Greece, Guatemala, Guinea, Honduras, Hungary, India, Indonesia, Iran, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Kuwait, Latvia, Lebanon, Libya, Lithuania, Malaysia, Mali, Malta, Mexico, Moldavia, Morocco, Mozambique, Namibia, Nicaragua, Netherlands, New Zealand, Niger, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Senegal, Singapore, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sudan, Sweden, Switzerland, Syria, Taiwan, Tanzania, Thailand, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States, Venezuela, Vietnam, Yemen, Zimbabwe

Company A Systems

Global Inventory

Company B Systems

Design/Architect Solution
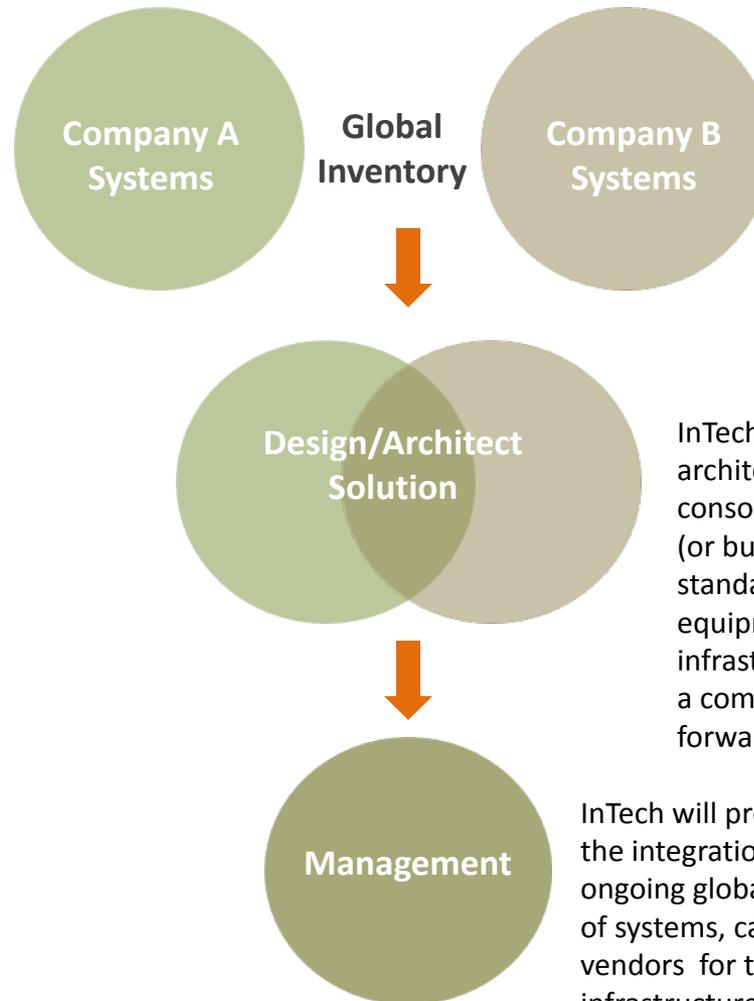
Management

InTech 's global affiliates will inventory voice and data equipment and maintenance contracts; document processes; and clarify staffing at every site for the two companies, creating a database useful for all levels of management (IT, CXO, AP, etc.)

InTech 's seasoned strategists will design, architect and seamlessly manage a consolidated voice and data infrastructure (or business unit, which includes the people, standards, processes, policies, and equipment), maximizing existing infrastructure where possible while creating a common platform and management going forward

InTech will project manage the integration and provide ongoing global management of systems, carriers and vendors for the merged infrastructure

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Case study: Global voice and data migration in 60+ countries

Client	Global cellular communications company
Industry	Carriers/Operators
Country	60+ countries
Challenge	**Migrate 60,000 employees in 60+ countries to a new voice and data infrastructure within 4 months**
Situation	Employees of a newly formed joint venture company needed to be migrated to a new voice and data infrastructure that was independent of the parent companies. The short time frame and vast geography meant that the client could not rely on existing resources to travel to each country to oversee the migration. They needed experienced in-country project managers who spoke the local language and could navigate the local culture. The client turned to its global carrier partner, who in turn turned to InTech.
InTech Solution	Within 6 weeks, InTech assembled a team of hundreds of project managers, architects, applications installers, integration engineers, security specialists, and systems administrators, collectively averaging 7+ years in voice and data. InTech's in-country affiliates performed site audits, vendor management, solution design, contract negotiation, and process management. The InTech team also went a step beyond, developing databases of vendor contacts and documenting local processes for ordering technology, to help the client navigate complicated foreign processes in the future. InTech's core team maintained global oversight of the project and facilitated communications across all in-country project managers to share solutions and best practices.
Results	The migration was completed thanks to InTech's global ability and in-country affiliates able to navigate local customs to get things done. The client avoided costly staff additions and travel expenses, and gained valuable process guidance to work efficiently at the local level on future projects.

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Case study: Complex RFP for network managed services

Client	Global diversified financial services company
Industry	Financial Services
Country	USA
Challenge	**Consolidate the business and performance requirements for six service management areas for four lines of business to create a $20+ million per year network managed services RFP**
Situation	The client was seeking to outsource management and maintenance of six service management areas: Network, Contact Centers, Network Security, Telephony, Professional Services, and Cabling. The service areas collectively supported over 30,000 employees and 90+ facilities, and were spread across the 10 states where the firm had personnel, branches and offices. The client wanted to issue the RFP within 2 months.
InTech Solution	InTech assembled a SWAT-like team of seasoned consultants to visit primary sites and gather, analyze, consolidate and document detailed systems requirements for each service area. The resulting 200-page RFP contained detailed information on current operations and processes, overall service level expectations, and in-depth service requirements for each of the six service management areas. InTech went on to advise the client during the bidder working sessions, final selection process and subsequent contract negotiations.
Results	The client issued the RFP within the target timeframe, and was able to successfully navigate a complex, multi-faceted selection process to select the best service provider for outsourcing its business-critical IT functions.

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Background on The InTech Group

The InTech Group, Inc. is an independent global communications consultancy that develops advanced communications systems in demanding environments to make people, products and technology work better. Our team specializes in:

- Designing creative and strategic communications solutions;
- Delivering rapid-response intervention in volatile installations; and
- Making complicated communications environments work.

Services The InTech team provides strategic assessment, creative system design, agile implementation, crisis intervention, global staff augmentation, and ongoing management. We have special expertise in global voice and data networks, complex integrations, enterprise contact centers, exceptional availability requirements, and time sensitive projects. Our approach is to focus on the relationships among business processes and communications, then design innovative technical solutions that make new or existing systems work better. Our team's extensive product knowledge and experience in a wide range of technical and multi-supplier environments has earned us a reputation as "the consultants' consultant."

Organization InTech was founded in 1986 by Ernie Holling, president and chief strategist. Since then, the InTech team has grown to include a dynamic work force of over 300 affiliated senior project managers/architects, hundreds of affiliated technologists, and a core team of strategists with over a century of collective telecommunications experience. InTech is the only independent communications firm to have team members on every populated continent, with an international work force in 100+ countries that can be expanded quickly as projects require.

Culture InTech's culture fosters creativity, promotes collaboration and values diverse backgrounds, producing a team that is smart, original, flexible and quick. We can design a solution and ramp up global resources before the average consultancy has grasped the problem. We make things happen for our clients.

Locations Headquartered in Exton, Pennsylvania USA, InTech's North American offices also include Stratford, CT; Portsmouth, RI; and Dallas, TX.

Benefits of calling InTech

*"The value-add that InTech brings is that not only can they work the strategic solution on the global level, but most importantly they can deliver the solution with local in-country talent -- **no one else can do that**."*

Program Manager, Voice/Data, Global Communications Company

- **Ubiquity** - Expert, certified InTech affiliates are wherever you are or wherever you're going

- **Efficiency** – In-country experts share local language and customs, and can navigate regulatory and cultural challenges to keep projects on-time and on-budget

- **Agility** – Local resources can be brought on board quickly, eliminating the need for expensive travel to address local issues at remote sites

- **Expertise** – Affiliates are chosen for their skills and experience, eliminating a learning curve at your expense

- **Quality** – Global talent operates under InTech direction, so quality, client focus and precision are assured

Contact InTech

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