

Managed Services

- Ad Hoc resources
- Project Management
- Voice services management
- Data services management
- Hosted communications applications

Consulting Services

- Systems assessment
- Creative design & architecture
- Agile implementation
- Crisis intervention and stabilization
- Lab testing environments

Expertise

- Global voice and data networks
- Complex integrations (multi-vendor, multi-site)
- Contact centers (enterprise and government)
- Critical and time-sensitive projects
- White papers, marketing communications

The InTech Group, Inc.

Business

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's **Managed Services** for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our **Consulting Services** align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

Clients

Industries: Financial Services, Insurance, Health Care, Government, Cable & Telecommunications, Professional Services, and many more.

Clients: Range from regional firms to some of the world's largest, most recognizable companies:

- Top 10 U.S. bank / Fortune 500 company
- World's leading mobile phone supplier
- Largest municipal government in North America
- One of world's largest providers of consumer specialty insurance and assistance services

Leadership

Ernie Holling, President and Chief Strategist

Erik Holling, Vice President and Strategist / Multinational Lead

Mike Daveler, Strategist / Data and Security Lead

Mike Rosen, Strategist / Project Management and Documentation Lead

Laura Wright, Strategist / Training Lead

Global Team

Strategists plus hundreds of affiliated senior project managers/architects and highly skilled technologists, including applications installers and integration engineers, in 100+ countries

Offices

Headquarters: Exton, Pennsylvania USA

Offices: Stratford, CT; Portsmouth, RI; Dallas, TX

Product Expertise

All major voice and data hardware and software
See www.intech-group.com for a complete list

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

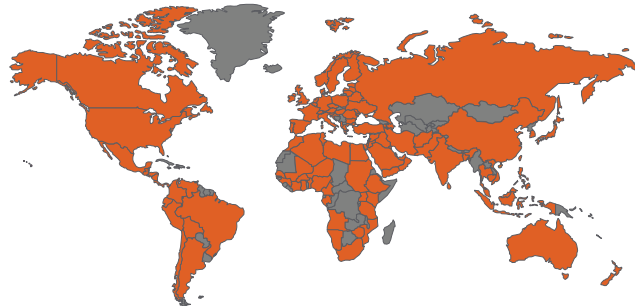
Program Manager, Voice/Data,
Global Communications
Company

About InTech

The InTech Group was founded in 1986 by Ernie Holling, president and chief strategist. Since then, the InTech team has grown to include a dynamic international work force of over 300 affiliated senior project managers/architects and hundreds of affiliated technologists in 100+ countries. Our leadership team of strategists has over a century of collective telecommunications experience. In-country affiliates average 7+ years experience in voice and data and 9+ years experience in contact centers, with the added advantage of sharing the client's language and customs.

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.

Global Coverage



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

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