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Selected Experience and Clients

Industries Installations	Government	Financial Services	Health Care
Contact Centers	Designed, architected and implemented move to a more stable, predictable platform for New York City's 311 services. Enhanced the platform to support unprecedented growth. The system has since peaked at 250,000 calls in one day and 2.5 million calls in a month, without a hitch.	Stabilized a floundering contact center system for a leading financial institution, then reviewed the system design, identified the design resolution, and project-managed the implementation to put the business-critical center back on track—all within a month.	Applied contact center techniques in a non-traditional way by integrating many vendors, products and suppliers to create the impression of a centralized response unit in a highly decentralized environment for a large multi-site orthopedic hospital.
PBX	Brought PBX for a US city into compliance with manufacturer specifications to create stable, predictable and dependable environment.	Conceptualized approach for contact center as alternative to outsourcing, directed significant PBX and applications upgrades on-time and in budget.	Replaced hospital telecommunications system following non-repairable failure in 3 days. Directed programming to emulate prior PBX and avoid training requirements in deployment, then lead RFP and final design teams.
VoIP	Audited existing city-wide architecture and prepared design concept for deployment of VoIP for major US city.	Diagnosed and established corrective action plan for multi-hundred station VoIP. Bridged the data vendor with the voice vendor and the internal voice and data departments to implement the successful action plan.	Provided project and technical management for a leading health care network in the deployment of wireless VoIP.
LAN/WAN Architecture	Facilitated redesign, testing and deployment of LAN/WAN structure to support Nortel's Routable E-LAN concept for large municipal government.	Audited existing LAN/WAN architecture for major securities firm to stabilize environment, architect new solution and project manage solution through successful deployment.	Performed crisis intervention and developed a plan to achieve system survivability, redundancy and resilience for a 120-site data network and telephony system for a leading health care network.
Data security	Provided security guidance, migration of servers behind firewalls, server setup and configuration, VLAN compliance for voice and data for large US city.	Audited existing firewall infrastructure for financial firm with direct data connections to majority of clients. Secured infrastructure to meet company, client and manufacturer specifications.	Validated new network design, corrected design shortcomings, and evolved advanced firewall and security concepts to meet the needs of the client and the manufacturer specifications.

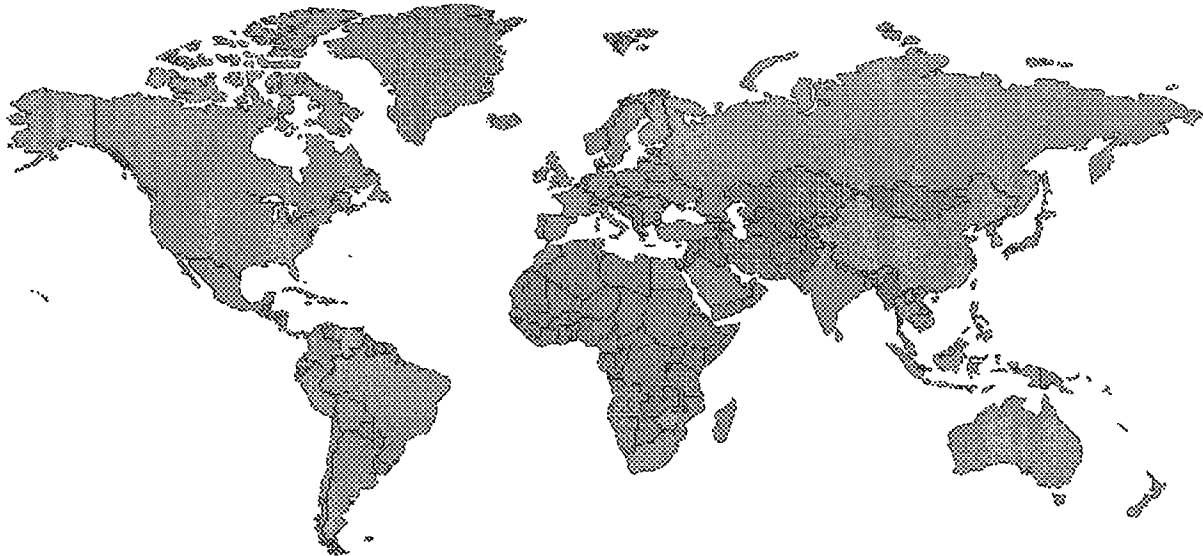


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Team Member Locations

Countries highlighted in orange present those in which InTech has a local presence.

Countries highlighted in gray are countries InTech will travel to.



- | | | | |
|----------------|--------------|--------------|----------------------|
| Argentina | Denmark | Malaysia | Spain |
| Australia | Egypt | Mexico | Sweden |
| Austria | Finland | Morocco | Switzerland |
| Belarus | France | Netherlands | Taiwan |
| Belgium | Germany | New Zealand | Thailand |
| Bolivia | Greece | Norway | Turkey |
| Brazil | Hungary | Peru | Ukraine |
| Bulgaria | India | Philippines | United Arab Emirates |
| Cambodia | Indonesia | Poland | United Kingdom |
| Canada | Ireland | Portugal | United States |
| Chile | Israel | Romania | Venezuela |
| China | Italy | Russia | Vietnam |
| Colombia | Japan | Saudi Arabia | Zimbabwe |
| Costa Rica | Korea, South | Singapore | |
| Croatia | Latvia | Slovenia | |
| Czech Republic | Lithuania | South Africa | |



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“Despite the time-zone differences and the challenges of human resourcing on short notice, the response from InTech for us has been excellent.”

Asia Pacific Project Manager,
Leading multinational
communications corporation

The InTech Group, Inc. is a team of agile technology strategists who design, architect and implement integrated voice and data communications systems to make enterprise telecommunications seamless, scalable, reliable and cost-effective.

A 22-year old global communications consultancy, the InTech team focuses on providing design, architecture, and implementation services to three strategic segments: Contact centers, multi-site enterprises, and large municipal governments.

InTech strategists are not sales people, distributors or installers-for-hire. We are a highly experienced global SWAT team that solves problems in complex installations and multi-vendor environments. InTech’s approach is to focus on the complex 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,” often called upon to resolve critical issues in multifaceted systems and to redesign them for enhanced performance and future growth.

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 approximately 400 professionals in 61 countries and a core team of strategists with over a century of collective telecommunications experience. InTech’s international work force can be expanded quickly as projects require, making InTech both global and agile. InTech is the only independent communications firm to have team members on every populated continent, with in-country experts averaging 5+ years experience in voice and data that share the client’s language, customs and culture.

But InTech is much more than a group of seasoned consultants with decades of experience, in-depth product knowledge, and global coverage. We believe that complex problems require novel solutions—and novel solutions require creative people and agile business processes. The InTech team is smart, creative, flexible and quick. We grasp the issues and design a solution in the time it takes the average consultant to approve their notes. We make things happen for our clients.

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



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"I've successfully recommended Ernie Holling and his team several times. Clients love InTech because they go to bat for them and do whatever it takes to get the job done."

Consultant Program Manager
Global communications
manufacturer

Contact Center Practice

Overview

A seemingly small change in a simple business routine—a new truck delivery route, or a monthly statement format change—and the company's contact center is flooded with calls. InTech's Contact Center practice is built on the belief that every business process that touches the end user will affect the contact center—so our end-to-end process reexamines the underlying business processes and seeks ways to integrate communications technology with other business applications:

- > **Design** - We design the contact center environment, technology applications and tools to support overall business objectives and facilitate contact center productivity.
- > **Architecture** - We examine business applications and work flows across the company to identify connections and integration opportunities, then develop the systems architecture to facilitate the overall business processes.
- > **Implementation** – Our implementations are flawless because our detail-driven project managers know as much about the products as the manufacturers, and are hands-on and in-the-trenches at every stage of the project.
- > **Management** – We redesign and enhance business processes and provide ongoing change management, so the system continues to be aligned with business needs.

Illustrative Projects

- > **Full Service Solutions** - We built an 800-seat contact center for an Internet company, including selecting the facilities, architecting and implementing the systems, scripting call flows, training staff, and even designing the workstations for maximum efficiency.
- > **Stabilization and Redesign** – We stabilized a floundering contact center system for a leading financial institution, then reviewed the system design, identified the design resolution, and project-managed the implementation to put the business-critical center back on track.
- > **Creative Applications** - We applied contact center techniques in a non-traditional way by integrating many vendors, products and suppliers to create the impression of a centralized response unit in a highly decentralized environment for a large multi-site orthopedic hospital.

Benefits

InTech's 22 years of contact center experience across a wide array of projects and environments provides integrated solutions that improve the overall speed and automation of business processes and enhance enterprise productivity.



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"The integration is getting more and more challenging now that we're getting closer to deadlines in many countries. With the competent team at InTech, I still get a good night's sleep."

Voice & E-Mail Migration Manager,
Leading global network
communications company

Multi-Site Practice (global and domestic)

Overview

InTech's ability to unite disparate systems, providers and users into a single, integrated solution in multi-vendor, multi-site, and multinational environments is unsurpassed. Here's why InTech is the go-to firm for communications architecture and integration solutions for large, global or complex enterprises:

- > **We improve the way people work** – "Multi-site" means dispersed people and functions—and increased barriers to the spontaneous communications that are at the heart of business innovation and productivity. We design solutions that leverage emerging intelligent technology to remove those barriers and help people work together more efficiently, regardless of location.
- > **We improve the way products work** – The depth and breadth of our product knowledge is unrivaled. In addition to decades of hands-on experience with all product lines, we do integration testing in our own research labs and advise product designers at all the major manufacturers. We excel at fitting all the pieces and parts together into a seamlessly integrated system.
- > **We improve the way companies work** – Large enterprises have multiple vendors, suppliers and users that often work in silos or at cross-purposes. We bring everyone together to design solutions that leverage existing investments in technology and lead to a better functioning system across the enterprise.

Illustrative Projects

- > Performed crisis intervention and developed a plan to achieve system survivability, redundancy and resilience for a 120-site data network and telephony system for a leading health care network in Northeastern U.S.
- > Project-managed the seamless migration of voice and data services for 60,000 employees in 61 countries for a leading telecommunications and information services company based in Australia.
- > Created and deployed contact center technology for 88 sites for a leading owner and manager of cable systems.

Benefits

InTech's knowledgeable, experienced team creates sustainable solutions that streamline and simplify multi-site operations for improved cost effectiveness, scalability, and work flow. Our dynamic global infrastructure provides the ability to ramp-up human resources in any or all of 61 countries we operate in—with just two weeks notice.



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

CIO, Largest healthcare system in Massachusetts

Large Municipal Governments

Overview

Large municipal governments, by definition, have multiple agencies, multiple systems, high call volumes, and mission-critical communications needs. Bringing all the parts and people together into a coherent, scalable and smoothly functioning communications system is what InTech does best. InTech has experience working at all levels of government and with all types of government officials. We understand the procurement process and multiple approvals necessary to move forward in complex administrations. We're proud to have been selected to redesign and implement an enhanced 311-system for the largest municipal government in North America.

Illustrative Project

New York City 311 Service

- > The 311 service concept is a 24x7 call center that is a single source for all non-emergency citizen calls. Its purpose is to increase government responsiveness and improve citizen quality of life.
- > New York City was operating a 311 call center serving 8.2 million residents and handling 40,000 calls daily, but had underestimated the value and rapidly growing demand for the service.
- > Phase One: Working with the existing products and technology investments, we designed, architected and implemented a move to a more stable, predictable platform, which involved integrating the needs of dozens of different city agencies.
- > Phase Two: We enhanced the platform to support unprecedented future growth. The system has since peaked at 250,000 calls in one day and an unprecedented 2.5 million calls in a month, without a hitch.

Benefits

InTech's experience with improving communications for large city government translates into rapid ramp-up and faster effectiveness for large municipal governments seeking to streamline communications, improve performance, and increase government responsiveness.



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Key Facts

Ownership	Independent, privately-held		
Year Founded	1986		
Core Team	Ernie Holling, President and Chief Strategist Erik Holling, Vice President and Strategist Mike Daveler, Strategist Mike Rosen, Strategist Laura Wright, Strategist		
Headquarters	Exton, Pennsylvania USA		
Business Description	The InTech Group, Inc. is a team of agile technology strategists who design, architect and implement integrated voice and data communications systems to make enterprise telecommunications seamless, scalable, reliable and cost-effective.		
Geographic Coverage	61 Countries <i>(see attached)</i>		
Project Team	400 strategists, consultants, design architects, project managers, applications installers, and integration engineers.		
Focus Areas	<ul style="list-style-type: none">• Contact Center Practice - Designing, developing, and implementing innovative contact center solutions that are aligned with business goals.• Multi-Site Practice – Integrating and simplifying multi-site, multi-vendor and multinational communications environments to improve cost effectiveness.• Large Municipal Governments Practice – Bringing all the parts and people together into a coherent, scalable and smoothly functioning system.		
Product Expertise	Alcatel Aspect Avaya Cisco	Mitel NEC Nortel Siemens	AVST IPC BT InterVoice and Periphonics
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