

**i**ITG

Integration  
Technologies  
Group

*Uncompromising Performance*

# Our History

ISO 9001 | ISO 20000-1 | ISO 27001 | CMMI DEV | CMMI SVC | NIST 800-171

**1984**  
Founded,  
Maryland  
Corporation



**1990's**  
Awarded and  
Implemented  
Navy's  
Procurement  
System (APADE)

**1999**  
Department of  
Treasury Small  
Business Partner  
of the Year

**2001 - 2005**  
**Business Model  
Change**  
Begin best practices  
implementations; IRS  
Small Business Partner  
of the Year

**2008**  
One of the first  
organizations to  
achieve ISO 9001, ISO  
20000-1, ISO 27001,  
and CMMI credentials



**2011**  
**New Business Unit**  
Quality Standards and  
Performance

**2014**  
**Change of Management Structure**  
New executive management to  
focus on growth and operational  
structure



**1984 -1987**  
Unix and Mainframe SI

**Late 1990's**  
**Business Model Change**  
Awarded and  
implemented P-Card  
processing system:  
Citibank Broker of  
Obligations and  
Transactions (Box)



**2003**  
**New Business Unit**  
Adaptive Technologies

**2005**  
Developed  
presence globally  
with technical  
specialists and  
engineers

**2009**  
**Business Model  
Change**  
Pursue and secure  
large ADPE, IDIQ's

**2013**  
**New Business Unit**  
VTC Systems



**2017**  
Business  
volumes triples  
from 2014

# ITG Overview

## Experience

Over 30 years of experience partnering with commercial customers and the Federal government

We have built repeat customers through excellent service and support

Strong infrastructure with headquarters and National Support Center in Falls Church, VA closely located to our engineering, repair, logistics, and warehouse in Merrifield, VA

## People

Small business of under 150 employees: average tenure exceeds 7.5 years, with approximately 3% annual turnover

We invest in employees through annual educational stipends, in-house training, and monthly vendor training on new technologies

Focus on reinvesting in organization and restructuring policies to ensure benefits address employee needs

ITG's quality policy, "the customer will be satisfied" is our business philosophy

Process driven approach is implemented through CENTRE, our ERP solution, developed to meet customer, employee, and compliance needs

Quality, service and security demonstrated by certifications: ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013 and consistent maintenance of CMMI-SVC and CMMI-DEV at Maturity Level 3

365 / 7 days a week US-based call center reliably answers calls within less than 15 seconds

Strive to outperform and deliver on promises with a 99.08% achievement of SLAs for repair and 99.73% for response

Consistent customer satisfaction rating exceeding 97% for over 10 years and quick response to issue resolution and prevention

## Quality

## Deliver

[www.itgonline.com](http://www.itgonline.com)

703-698-8282

2745 Hartland Rd, Falls Church, VA 22043

1984 - 2020

# ITG Business Units



IT SERVICE MANAGEMENT



VALUE ADDED RESELLER



ASSISTIVE TECHNOLOGIES



UNIFIED COMMUNICATIONS



CONSULTING SERVICES



SOFTWARE DEVELOPMENT



RFID ASSET MANAGEMENT



ENTERPRISE WIRELESS SERVICES



MANAGED PRINT SERVICES

ISO 9001 | ISO 20000-1 | ISO 27001 | CMMI DEV | CMMI SVC | NIST 800-171

# IT Service Management

ITG has a US-based centralized service desk and dispatching support center to handle service requests and incidents



- Dedicated in-house experienced and certified Technical Account Managers
- Subject Matter Experts to respond and resolve our customers' IT needs well within the expected SLA
- Over 4000 local engineers and technical specialists located across three continents
- Support over 450,000 configuration items at 1,250 national locations and 130+ global sites

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# Value Added Reseller

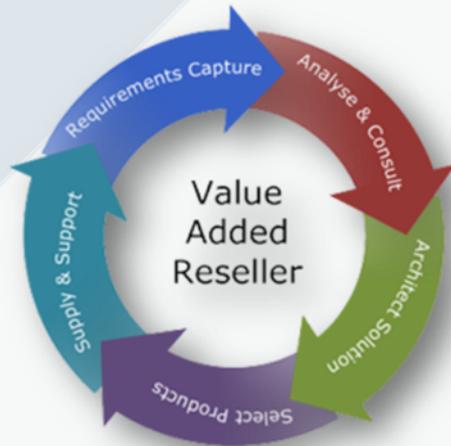
Premier, small business VAR with proven ability to consistently meet delivery expectations

ITG integrates and provides hardware and software solutions from over 1400 manufacturers.

We have highly trained personnel, defined processes, and underlying systems to consistently exceed our customers' expectations by managing product provisioning until final acceptance and delivery.

We offer warranty services with customized solutions including:

- multi-vendor warranty management,
- ability to maintain devices well past OEM warranties, and
- secure asset recovery.



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# Unified Communications

Experts in design, configuration, and deployment of secure VTC solutions

ITG's Unified Communications Group is a full-service audio visual integrator with an emphasis on secure video teleconferencing systems

Installation



We have designed and **deployed more than 2,000 VTC suites** in multiple DoD and civilian agencies

- Room Design & Installation
- VTC Warranty Management
- VTC Systems Maintenance & Support



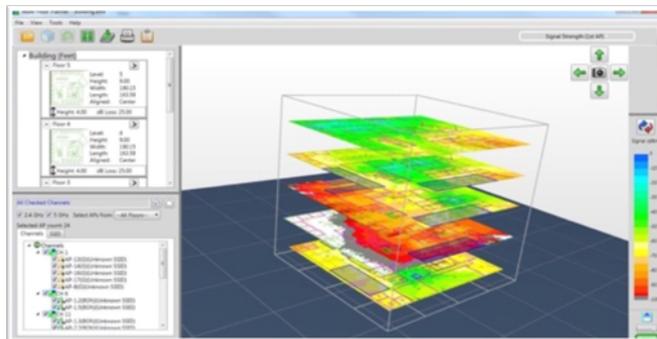
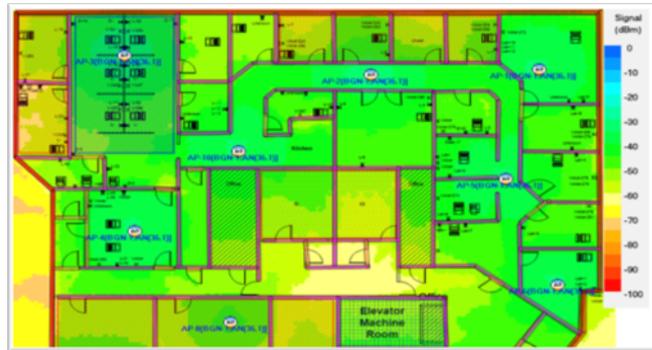
ITG is the only Integrator authorized by the U.S. State Department to manage the chain of custody for ITAR regulated Secure VTC to U.S. Allied Forces

# Enterprise Wireless Services

Design Flawlessly, Implement Once

## ITG Network & Enterprise Systems

NES@ITGOnline.com



## Analyze » Design » Deploy » Support

- Conduct Pre and Post Install Wireless Surveys
- Design and Deploy Indoor & Outdoor Wireless Services
- Maximize Signal Coverage, Optimize Number of Wifi Access Points
- Minimize Cost of Implementation
- Centralize Wireless LAN Management System
- Video and Voice Grade Data Quality
- Execute Test Plans to Verify Performance Specs
- Simplify Maintenance
- 24x7 Call Center

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# Assistive Technologies

Proven, leading provider of products, training, and support for adaptive solutions

We offer a full suite of accessibility solutions for the government and private sector including

- education and simulation on a variety of industry IT environments
- product training on a wide range of Assistive Technologies
- support on adaptive technology
- needs assessment regarding disability and technology

ITG has trained thousands of end users on how to effectively use assistive technologies in mainstream environments as well as hundreds of IT personnel in how to support these solutions in the workplace.



# Management Consulting Services

Practical solutions to develop and reengineer business processes, introduce quality controls, and improve security

Consulting services expertise with emphasis on performance management, compliance, and process improvement



ITG's consulting practice focuses on quality, risk, security, IT service management, project management, and software development solutions

ITG has helped our clients achieve certifications and appraisals for multiple standards and models

We have assisted over 150 companies successfully implement programs to improve business practices.

Frameworks supported include ISO 9001, ISO 20000-1, ISO 27001, CMMI for Services, CMMI for Development, Lean Six Sigma, and NIST 800-171 and CMMC

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# Software Engineering

Software products and engineers to develop custom software solutions

ITG develops robust, reliable, and scalable software solutions using the latest tools and technologies

Software development projects include solutions ranging from simple data interfaces to entire corporate ERP applications

Developing the product on time, within budget and in compliance with CMMI guidelines are the key objectives of any project undertaken by ITG



# RFID Asset Management

RFID technology to tag and track assets for improved inventory management

ITG provides RFID technology to tag assets with passive or active tracking capabilities



Asset management projects provide

- increased visibility on existing inventory and future procurement needs
- help improve lifecycle and cost management
- monitor the movement of assets
- send alerts to notify a change in the location of the asset
- decrease the time to conduct inventory assessments
- increase the efficiency and accuracy of asset data

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# Managed Print Services

## Secure Print Management Services

ITG's Managed Print Services Strategy consists of all requirements to proactively maintain equipment, replace parts and address processes around paper, devices, and the workplace



- conduct a detailed analysis and develop a strategy to define printing volume, use and requirements
- proactively maintain equipment to continually assess usage and replace parts
- evaluate existing purchasing and acquisition methods to provide input into reducing actual costs
- manage consumable acquisition and distribution
- identify potential constraints to better manage capacity, availability, and SLA requirements

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# Corporate Information

## NAICS Codes

334111 Electronic Computer Manufacturing  
(Primary),  
334xxx, 335xxx, 423xxx, 493xxx, 511xxx, 518xxx,  
**541xxx (top awarded)**, 561xxx, 611xxx, 811xxx

## Product & Services Codes

D300, D301, D302, D305, D306, D307, D313,  
D314, D316, D318, **D320 (top awarded)**, D321,  
D322, D325, D399, 3610, 7020, 7021, 7022,  
7025, 7030

D&B Legal Business Name:

**Integration Technologies Group, Inc.**

DBA: ITG

Established: 07/11/1984

DUNS Number: 126511963

Gage Code: 1EJ55

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# Contracts

<b>ADMC-2</b> Army Desktop Mobile Computing	○ Laptops, Desktops, Rugged IT, Printers, Video Teleconference Equipment, Warranty Administration, Break/Fix Maintenance, Installation Services
<b>Netcents -2</b> Air Force Network-Centric Solutions	○ Enterprise netcentric IT Products, Services, and Solutions
<b>DCMA</b> Defense Contract Management A.	○ Desktop, Thin Clients, Displays, Video Teleconference Equipment, Installation and Warranty Services
<b>MCHS</b> Marine Corp Hardware Suite	○ Desktops, Laptops, Servers, Marine LSR
<b>One-NET</b> OCONUS Navy Enterprise Network	○ OCONUS Desktops, Laptop Computing Equipment
<b>Seaport NxG</b> U.S. Navy	○ Engineering Support Services, Program Management Support Services
<b>HUD HITS</b>	○ Maintenance of Servers, Desktops, Printers and Routers, along with asset inventory management and requested installation services
<b>AFNAF</b> Air Force/ Navy Hospitality Services	○ Televisions and associated installation and warranty services
<b>CENSUS CAPI</b> U.S. Census Bureau	○ Technical support services and provisioning, maintenance, and repair of IT equipment
<b>SEWP V</b> NASA	○ Lot C Tablet Computers, Thin Clients, Desktops, Servers, Displays and Support
<b>CIO-CS</b> NIH	○ Laptops, Desktops, Servers, VTC, Displays and Support
<b>USPTO IT Commodities</b> U.S. Patent and Trademark Office	○ Information Technology Equipment and Software

# Partnerships

ISO 9001 | ISO 20000-1 | ISO 27001 | CMMI DEV | CMMI SVC | NIST 800-171



# ITG Strengths



# Contacts us

Please contact ITG at any time if you need additional information or have any questions.

Integration Technologies Group, Inc.

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e-mail: [sales@itgonline.com](mailto:sales@itgonline.com)

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