



JANUARY 2009

### THANK YOU FROM ITG

We would like to thank everyone for your hard work and support in 2008. We appreciate your service and dedication to ITG. Ensuring our customers are taken care of in a professional and timely manner is an important goal of ITG.



### NEWSLETTER SPOTLIGHT

- Thank You from ITG
- Subcontractor Surveys
- Security Issues
- Subcontractors of the Year
- ITG Company Certifications
- Overseas Support
- Field Support Ten Commandments
- ITG Reminders

### SUBCONTRACTOR SURVEYS

Beginning in 2009, ITG will be conducting Subcontractor Surveys. We hope to get feedback on the business relationships we currently have with you. Our Quality Assurance Department will be contacting you to see how you feel we are doing to support you. The surveys are confidential and you can provide constructive comments. The surveys will be conducted by Wanda Boykin and Vicky Hall. When you are contacted remember this is your opportunity to let us know what we can do to improve our working relationship.

### HOW TO CONTACT US

**Abel Medina**

Subcontractor Relations Manager  
703-698-8282, ext. 351  
Abel.Medina@itgonline.com

**Nino Guidry**

Subcontractor Relations Coordinator  
703-698-8282, ext. 274  
Nino.Guidry@itgonline.com

**Kimberly Holmlund**

Subcontractor Relations Administrator  
703-698-8282, ext. 323  
Kim.Holmlund@itgonline.com

**Integration Technologies Group, Inc.**

2745 Hartland Road  
Falls Church, VA 22043  
800-835-7823

### SECURITY ISSUES

If you are currently working on a contract with ITG that requires a security clearance, please remember to keep ITG informed should you lose a technician that was cleared or if you hire a new technician that will be taking calls for a secured facility.

If you have any questions, please contact the ITG Security Officer. The Security Officer for the IRS and the SSA contract is Harry Engel. The Security Officer for the HUD contract is Abel Medina.



**Integration Technologies Group, Inc.**

*"Enabling our clients with a decisive, high quality, technology advantage"*

---

## **SUBCONTRACTORS OF THE YEAR**

---

Each year ITG selects the Subcontractors of the Year. The Subcontractor of the Year program was established to reward ITG's elite Subcontractors that give their best effort on a continuous basis throughout the year. The evaluation period runs from October 1<sup>st</sup> of the previous year to October 1st of the current year. All Subcontractors must meet the following eligibility criteria: 1) be a Registered ITG Subcontractor, 2) maintain a performance rating of 3.75 or higher, and 3) complete a minimum of 25 incident calls per year. Subcontractors are not eligible for selection in consecutive years.

For those of you who may not be aware of how your performance rating is established, the TAM (Technical Account Manager) evaluates your performance at the close of every incident call. The calls are aggregated and an average rating is established and tracked in your profile in our database CENTRE.

ITG selects the three Subcontractors with the highest performance rating to represent the best of our Subcontractors. One Subcontractor is selected for each level of incidents completed. There are three levels referred to as small, medium and large markets. The Subcontractor with the highest performance rating is selected for each market.

The Subcontractors of the Year for 2008 were: **HTS Voice & Data** from San Antonio, TX completed 196 calls (large market) and had a performance rating of 3.96; **DAT Services, LLC** from the Cleveland, OH area completed 80 calls (medium market) and had a performance rating of 3.98; **Comserve, Inc.** from the Hartford, CT area completed 33 calls (small market) and had a performance rating of 3.92.

These Subcontractors flew into Washington, DC to join us for our annual ITG Holiday Party and they were presented with their Subcontractor of the Year awards. We plan to continue this annual event and hope to see you next year.

**Congratulations to our winners!**

---



**Integration Technologies Group, Inc.**

*"Enabling our clients with a decisive, high quality, technology advantage"*

## ITG COMPANY CERTIFICATIONS

ITG continues to stay ahead of our competitors by constantly monitoring and improving our processes. While we take greatest pride in the tangible results we attain for our clients, we are proud of the many awards and the industry recognition we have gathered. We are committed to industry certifications and adherence to international quality standards.

For the past several years we have been **ISO 9001:2000** Quality certified; **ISO 20000-1:2005** IT Service Management certified and Capability Maturity Model Integration (**CMMI**) Level 3 Assessed; CENTRE (ITG Software) **ITIL Certified** by Pink Elephant. Last year we became **ISO 27001:2005** Information Security Certified.

If you want additional information please visit our web site, [www.itgonline.com](http://www.itgonline.com).

### OVERSEAS SUPPORT

We are looking to expand our global support this year and should you have business contacts overseas please contact Abel Medina.

## FIELD SUPPORT TEN COMMANDMENTS

1. Respect our customers' time – be prompt and professional.
2. Understand our customers' problems – listen carefully and attentively to determine root causes.
3. Be courteous to our customers' – every customer deserves a hello, eye contact and a goodbye.
4. Internalize our customers' problems - be concerned about their ability to get their job done.
5. Verify your work before leaving the customer – explain what you did and why in layman's terms and always ask the customer to confirm operation, when possible.
6. Respect our customer's space - dress professionally and leave the work area cleaner and neater than when you arrived.
7. Identify and anticipate our customers' needs - always go above and beyond the call of duty to achieve customer satisfaction.
8. Never mislead our customers - when in doubt, immediately escalate to the ITG Technical Account Management (TAM).
9. Treat our customers like you want to be treated - think about your actions from the customer's perspective.
10. Accurately report work status – before departing report work completion and or problems to the ITG TAM for action.

## ITG REMINDERS

**Martin Luther King, Jr. Day:** ITG will be closed on Monday, January 19th.

**Customer Service:** Remember that you represent ITG and not only are you taking care of the equipment but you are also taking care of the customer. Always check in with the POC to let them know you are onsite. Upon completion of the call let the POC know and call ITG from the site to close the call.

**Parts Return:** Remember to return all designated parts back to ITG at the close of every call. If you are not sure ask the TAM and if you need a waybill let us know and we will send you one.

**Closing Call:** Remember to call the TAM from the site to report all closing information.

**Incident Report:** Remember to take an incident report with you to all onsite service calls. At a minimum you must include the Incident Number, time onsite & travel, mileage, serial number of equipment, resolution and the POC signature.