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ITG Release of new IT Service Management website www.myitservicemanagement.com

FALLS CHURCH, VA – September 18, 2013 – Integration Technologies Group, Inc. (ITG), a provider and expert integrator of IT Service Management solutions for government and commercial enterprises, recently released its newest website, www.myitservicemanagement.com. The website will serve as ITG’s web presence for their ITSM services, offering a live help desk, online service portal, and asset management for businesses looking to outsource their IT service support.

The new website offers visitors an overview of the core components that make up ITG’s ITSM solution; a Web Portal, Help Desk, and Technical Account Managers. ITG’s IT managed services provide customers with worldwide coverage that expands and improves service delivery capabilities. Offering live help desk support from their U.S. based Global Support Center (GSC) and a web based service portal, end users are able to access IT service support 24 hours a day 365 days a year.

“Our focus is to provide customers with the ability to expand their IT service capabilities without bearing the higher risks and costs associated with developing in-house support,” says Bill Weithman, ITG’s IT Managed Services Expert. “Our biggest benefit to government resellers is our capability to modify the Web Portal to meet their customer’s contractual requirements and ensure contract compliance.”

Located at the GSC in Falls Church, VA the Technical Account Management (TAM) team responds to service requests placed by phone, email, or web portal. “By providing access to trained, experienced, qualified, and certified personnel, customers can be assured the negative impact technology failures have on company resources is greatly reduced,” says, GSC Lead Technical Account Manager, Roberto Udasco. ITG has an established global support network of Field Engineers, Technical Specialists, and Corporate Product Specialists they currently utilize to support IT systems in over 70 countries.

About ITG

Integration Technologies Group is a global, Best Practices IT Services Company providing IT managed services, ISO, CMMI and ITIL Best Practices consulting, software and application development, video conferencing systems, and accessibility solutions.