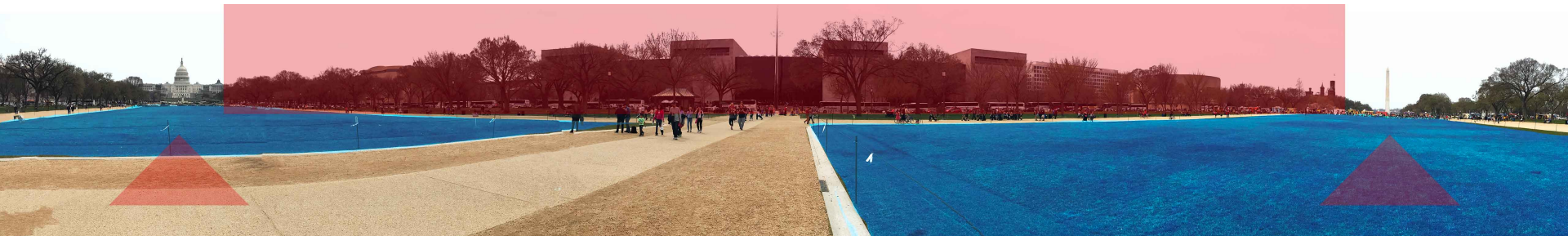


ITG

Integration  
Technologies  
Group

*Uncompromising Performance*



# Our History

1984

Founded,  
Maryland  
Coproration



1990's

Awarded and  
Implemented  
Navy's  
Procurement  
System (APADE)

1999

Deptment of  
Treasury Small  
Business Parter  
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)



2005

4000+ technical  
specialists and  
global presence  
engineers



2009

**Business Model  
Change**

Pursue and secure  
large ADPE, IDIQ's

2003

**New Business Unit**  
Adaptive Technologies

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

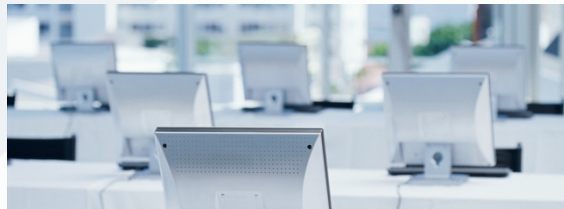
## Quality

## Deliver

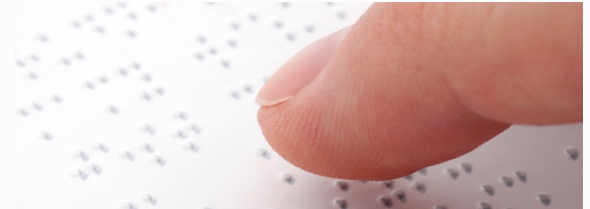
# ITG Business Units



IT SERVICE MANAGEMENT



VALUE ADDED RESELLER



ASSISTIVE TECHNOLOGIES



UNIFIED COMMUNICATIONS



PROFESSIONAL SERVICES



SOFTWARE DEVELOPMENT

# IT Service Management

We have a US-based centralized service desk and dispatching support center to handle service requests and incidents.

ITG uses dedicated in-house experienced and certified Technical Account Managers as well as 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 help us ensure that we are able to service over 450,000 configuration items at 1,250 national locations and 130+ global sites.



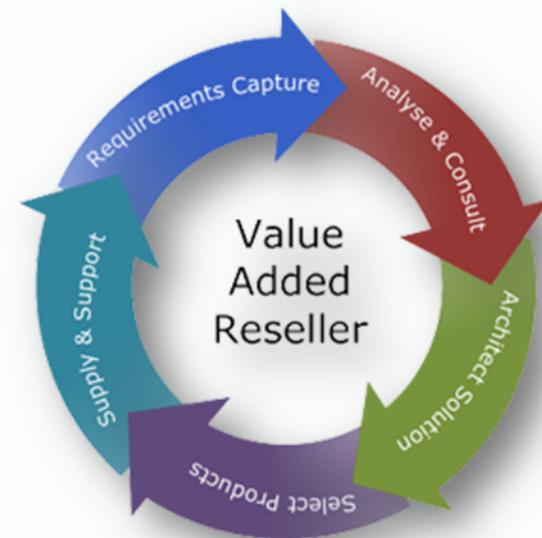
# Value Added Reseller

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.

**ITG offers warranty services** that provide our customers with customized solutions including **multi-vendor warranty management**, the ability to maintain devices well past OEM warranties, and secure asset recovery.





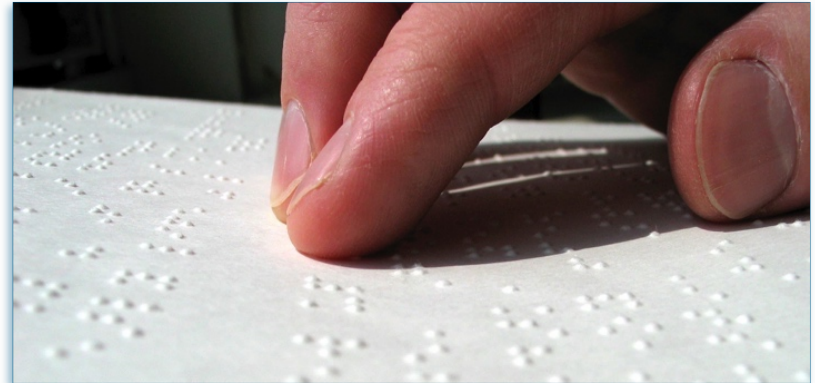
# Assistive Technologies

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, product training** and **support** on adaptive technology, 504/508 consulting, and 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.

ITG's state of the art training center in Falls Church, enables us to simulate a variety of industry IT environments as we train on a wide range of Assistive Technologies.



# Unified Communications

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

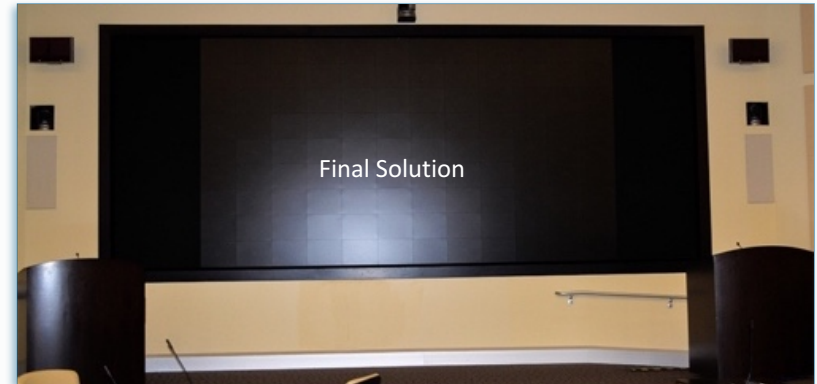
ITG's unified communications practice is a full-service audio visual integrator with an emphasis on secure video teleconferencing integration.

We have designed and deployed more than 200 VTC suites in multiple DoD and civilian agencies, in which we continue to provide life-cycle maintenance support.

Installation



Final Solution





# Professional Services

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

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

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.

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.



# 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.



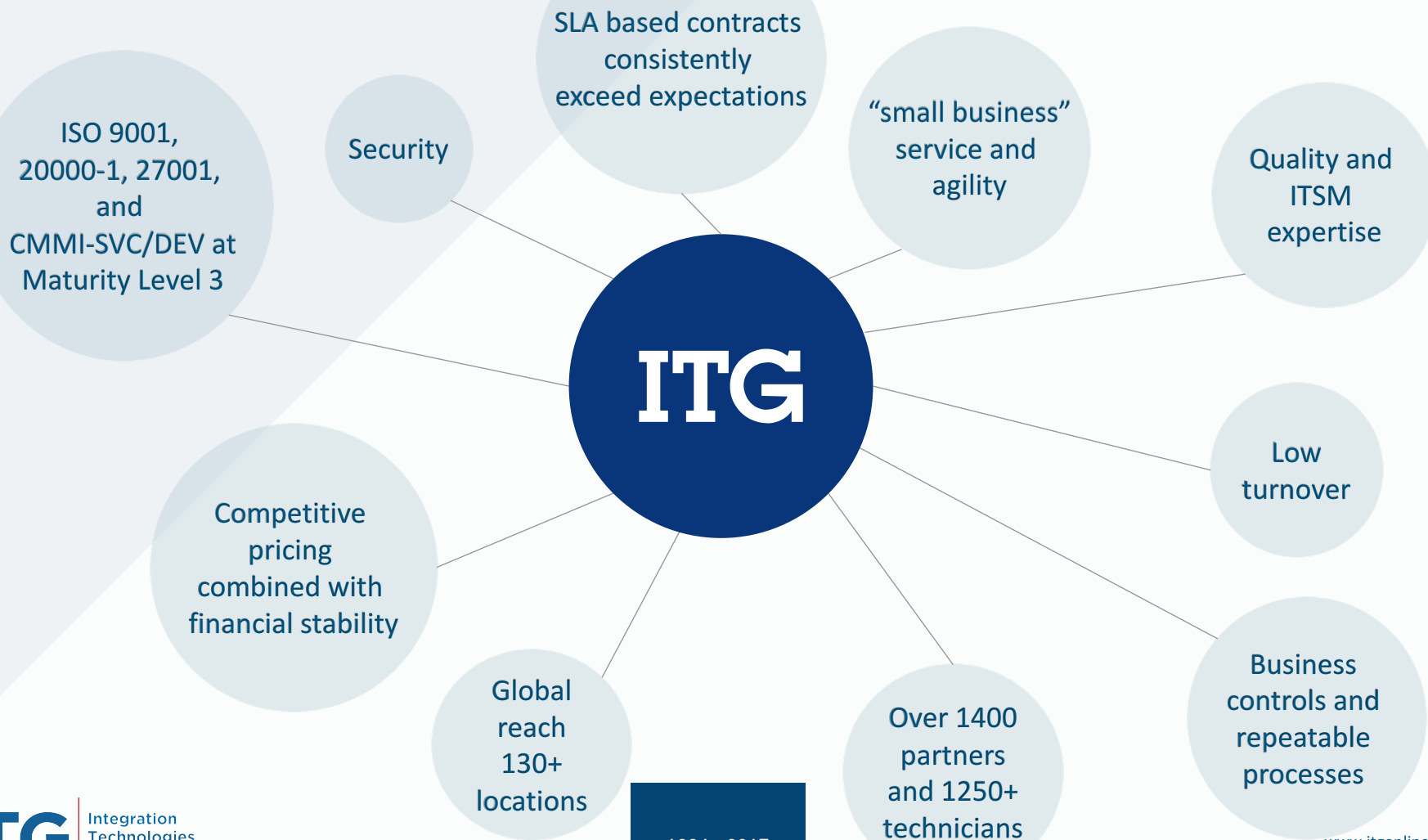
# Contracts

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

# Partnerships



# ITG Strengths



1984 - 2017

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

# Contacts us

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

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