Our History

1984
Founded, Maryland Corporation

1999
Deptment of Treasury Small Business Parter of the Year

1990’s
Awarded and Implemented Navy’s Procurement System (APADE)

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

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

2011
New Business Unit
Quality Standards and Performance

2013
New Business Unit
VTC Systems

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
Developed presence globally with technical specialists and engineers

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

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

2011
New Business Unit
Quality Standards and Performance

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

Quality

- 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

Deliver

- 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
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

IT Service Management

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

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.

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.
Value Added Reseller

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

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.

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.
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.
Enterprise Wireless Services

Design Flawlessly, Implement Once

Analyze » Design » Deploy » Support
ITG Network & Enterprise Systems
NES@ITGOnline.com

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

Assistive Technologies

We offer a **full suite of accessibility solutions** for the government and private sector including **education**, **product training** and **support** on adaptive technology 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.
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.
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, monitor the movement of assets, and send alerts to notify a change in the location of the asset.

Asset management projects provide increased visibility on existing inventory and future procurement needs and help improve lifecycle and cost management.

Decrease the time to conduct inventory assessments and increase the efficiency and accuracy of asset data.
Managed Print Services

Secure Print Management Services

Conduct a detailed analysis and develop a strategy to define printing volume, use, and requirements to proactively maintain equipment and replace parts to address changing processes around paper, devices, and the workplace.

Evaluate existing purchasing and acquisition methods to provide input into reducing actual costs and managing spend throughout the product lifecycle.

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

ISO 9001, 20000-1, 27001, and CMMI-SVC/DEV at Maturity Level 3

Low Turnover

Competitive pricing combined with financial stability

Global reach 130+ locations

SLA based contracts consistently exceed expectations

“small business” service and agility

Quality and ITSM expertise

NIST and Security Expertise

Business controls and repeatable processes

Over 1400 partners and 1250+ technicians

1984 - 2019
Contacts us

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

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