Our History

1984
Founded, Maryland Corporation

1984 - 1987
Unix and Mainframe SI

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

1999
Deptmnet 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

2014
Development of presence globally with technical specialists and engineers

2005
Business Model Change
Pursue and secure large ADPE, IDIQ’s

2009
New Business Unit VTC Systems

2003
New Business Unit Adaptive Technologies

2008
Awarded and Implemented Navy’s Procurement System (APADE)

2009
One of the first organizations to achieve ISO 9001, ISO 20000-1, ISO 27001, and CMMI credentials

2013
New Business Unit VTC Systems

2017
Business volumes triples from 2014

1984 - 2019

www.itgonline.com
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.

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.
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

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 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

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.

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

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

<table>
<thead>
<tr>
<th>Contract Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMC-2</td>
<td>Laptops, Desktops, Rugged IT, Printers, Video Teleconference Equipment, Warranty Administration, Break/Fix Maintenance, Installation Services</td>
</tr>
<tr>
<td>Netcents -2</td>
<td>Enterprise netcentric IT Products, Services, and Solutions</td>
</tr>
<tr>
<td>DCMA</td>
<td>Desktop, Thin Clients, Displays, Video Teleconference Equipment, Installation and Warranty Services</td>
</tr>
<tr>
<td>MCHS</td>
<td>Desktops, Laptops, Servers, Marine LSR</td>
</tr>
<tr>
<td>One-NET</td>
<td>OCONUS Desktops, Laptop Computing Equipment</td>
</tr>
<tr>
<td>DLA BPA</td>
<td>Tablet Computers, Thin Clients, Displays and Support</td>
</tr>
<tr>
<td>HUD HITS</td>
<td>Maintenance of servers, Desktops, Printers and Routes, along with asset inventory management and requested installation services</td>
</tr>
<tr>
<td>AFNAF</td>
<td>Televisions and associated installation and warranty services</td>
</tr>
<tr>
<td>CENSUS CAPI</td>
<td>Technical support services and provisioning, maintenance, and repair of IT equipment</td>
</tr>
<tr>
<td>SEWP V NASA</td>
<td>Lot C Tablet Computes, Thin Clients, Desktops, Servers, Displays and Support</td>
</tr>
<tr>
<td>CIO-CS NIH</td>
<td>Laptops, Desktops, Servers, VTC, Displays and Support</td>
</tr>
<tr>
<td>USPTO IT Commodities</td>
<td>Information Technology Equipment and Software</td>
</tr>
</tbody>
</table>
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
Contacts us

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

Integration Technologies Group, Inc.

2745 Hartland Road
Falls Church, VA 22043

Call us : +1 703-698-8282
e-mail: sales@itgonline.com