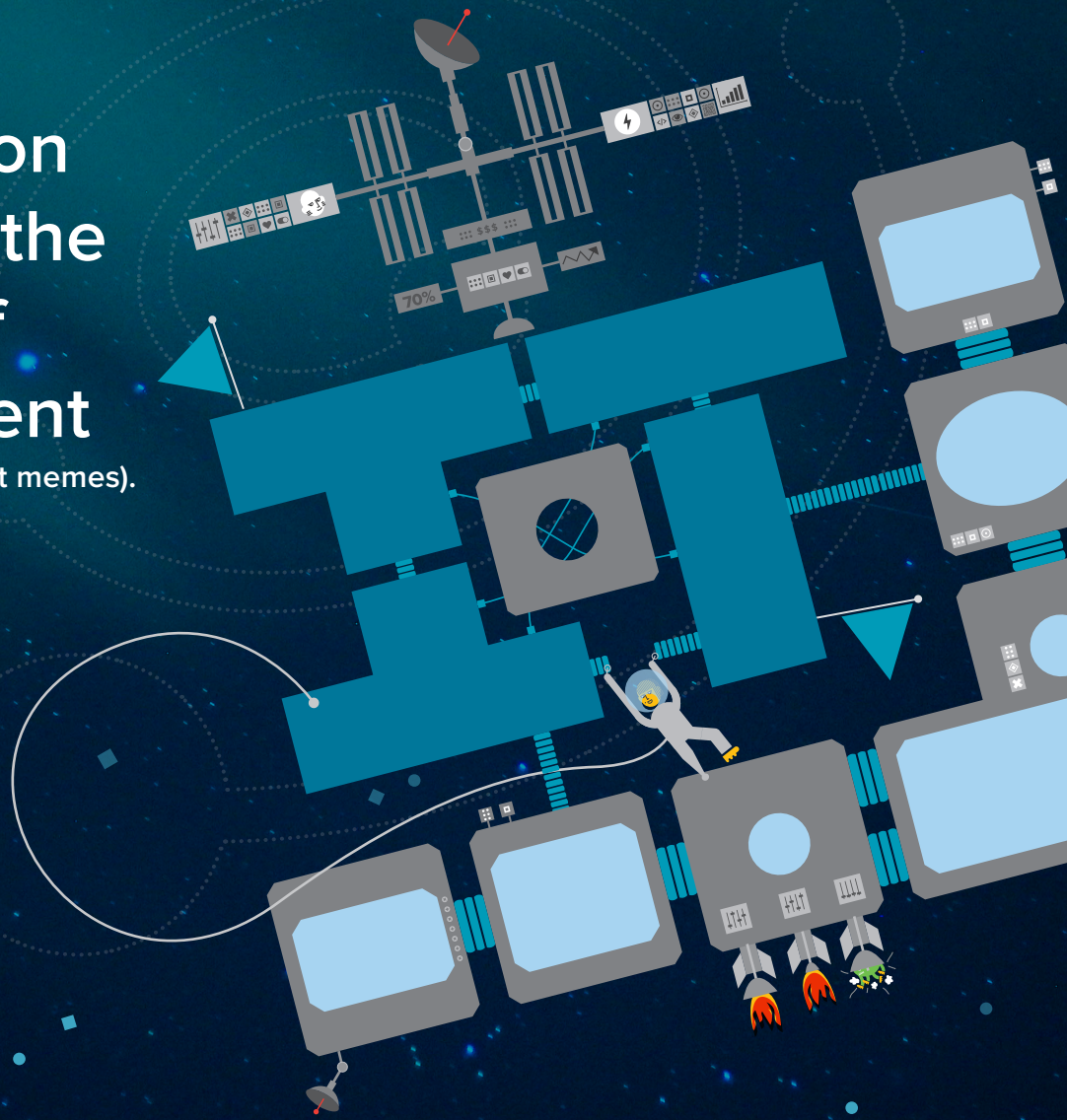# Hello, we're ITS. Here's what we do.

It's our mission to challenge the status quo of IT Management

(and occasionally generate cat memes).

70%

What we do helps IT keep users productive AND protected.

Many IT Management functions are bogged down—at a time when they're more critical than ever. This is where we can help.

End users expect IT to keep them productive and happy.

Today's end users are more digitally savvy, more untethered, more mobile, and more demanding than ever. They want an IT experience that lets them work where they want, when they want, the way they want.

But these highly productive end users also pose the greatest security risk.

There's little dispute that untethered mobility in the workplace—mobile apps, mobile devices, and worker mobility—coupled with the growth of BYOD (bring your own device) practices—creates a mind-boggling array of security challenges.

These days, it's not just the Fortune 500 who are investing in protecting against data leaks and advanced threats. Any organization with valuable data has to keep the good stuff in and keep the bad stuff out.

What digitally savvy users expect from IT:

"We expect to work anywhere, anytime.
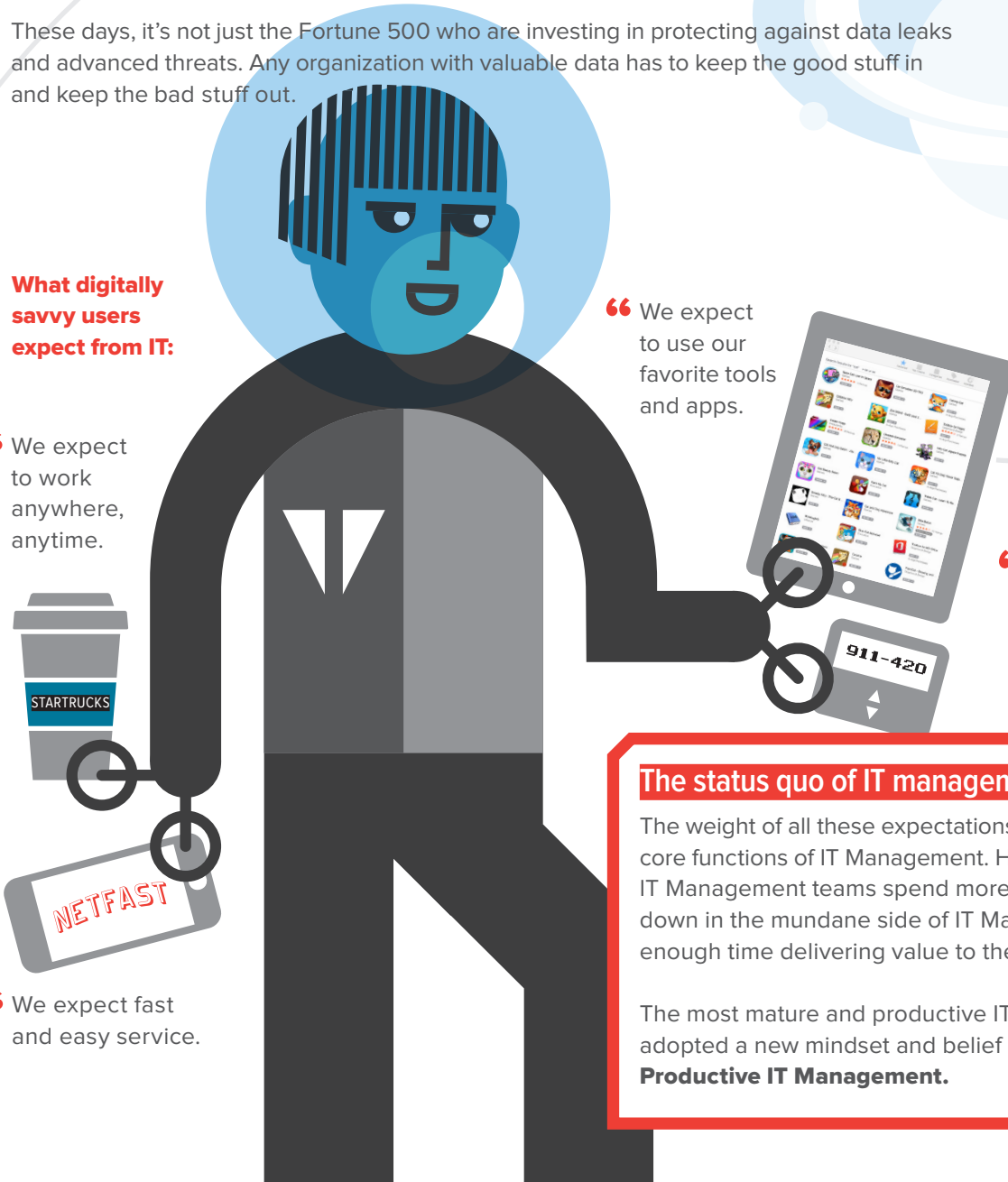
"We expect to use our favorite tools and apps.

"We expect to use any device we want.

STARTRUCKS

NETFAST

911-420

"We expect fast and easy service.

The status quo of IT management isn't working.

The weight of all these expectations typically falls on the core functions of IT Management. Here's the problem—most IT Management teams spend more and more time bogged down in the mundane side of IT Management and not enough time delivering value to the organization.
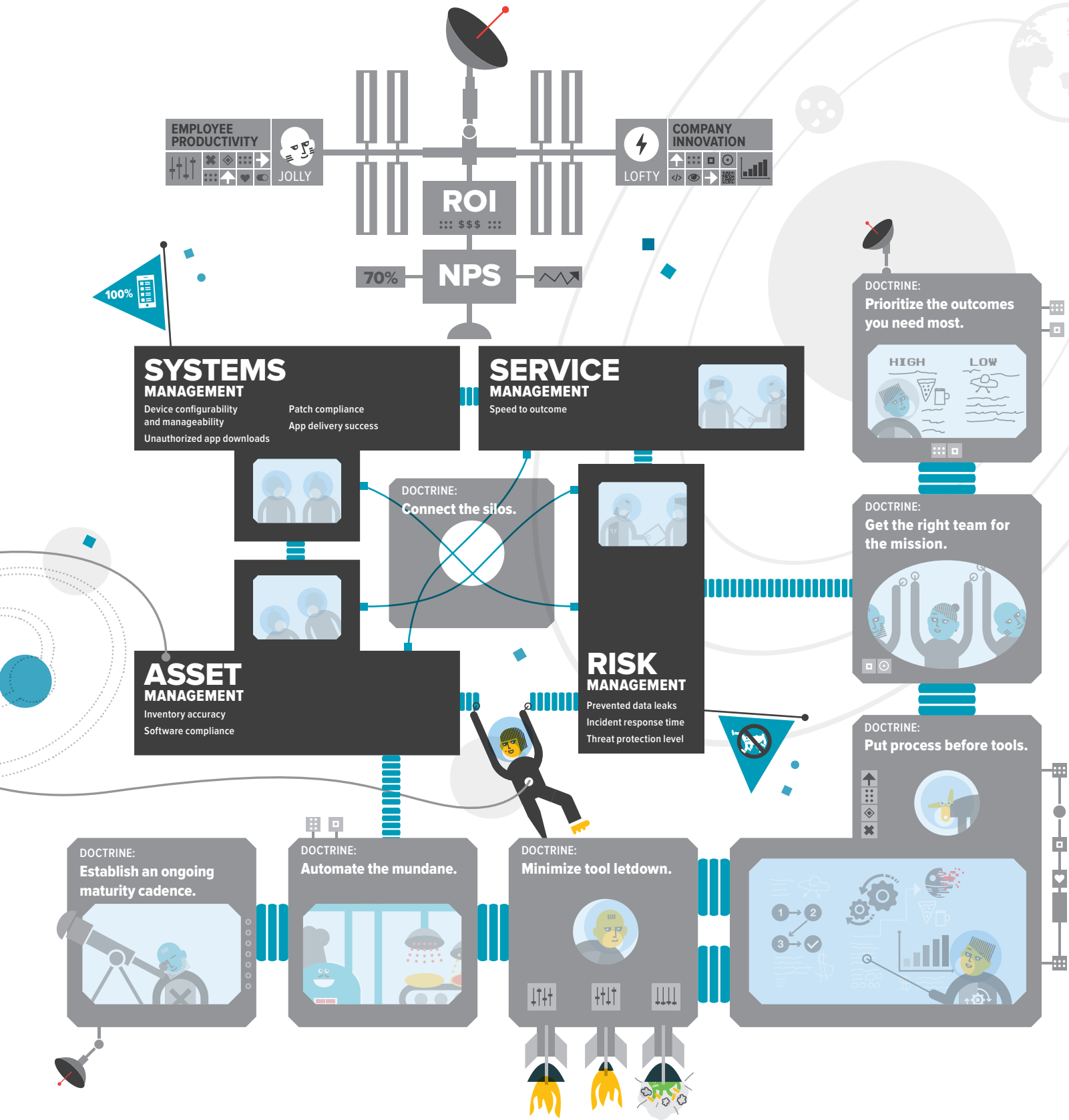
The most mature and productive IT organizations have adopted a new mindset and belief system. **We call it Productive IT Management.**

We're experts in Productive IT Management

We have depth of experience in the four core functions of
IT Management—and in all 7 factors that affect productivity.

Building on 10 years of IT consulting with large organizations, ITS
has developed specialized expertise that helps IT Management
functions break free of the mundane and become more productive.

EMPLOYEE
PRODUCTIVITY

JOLLY

COMPANY
INNOVATION

LOFTY

ROI
$$$

100%

70% NPS

SYSTEMS
MANAGEMENT

Device configurability
and manageability

Unauthorized app downloads

Patch compliance

App delivery success

SERVICE
MANAGEMENT

Speed to outcome

DOCTRINE:
Prioritize the outcomes
you need most.

HIGH LOW

DOCTRINE:
Connect the silos.

DOCTRINE:
Get the right team for
the mission.

ASSET
MANAGEMENT

Inventory accuracy

Software compliance

RISK
MANAGEMENT

Prevented data leaks

Incident response time

Threat protection level

DOCTRINE:
Put process before tools.

DOCTRINE:
Establish an ongoing
maturity cadence.

DOCTRINE:
Automate the mundane.

DOCTRINE:
Minimize tool letdown.

We're focused on IT Management Solutions

Leverage our expertise to mature your core IT Management functions.

We serve 4 core IT Management functions

Risk Management

Leverage our expertise to mature your protection against today's threat. Keep the good stuff in and keep the bad stuff out.

- Data Loss Prevention
- Endpoint Protection
- Advanced Threat Protection
- Endpoint Encryption
- Validation and Identity Protection
- Protection Engine for NAS

Systems Management

Leverage our expertise to modernize your Systems Management. Manage any device, anywhere. Spend less time maintaining your tools and more time using them.

- Platform Management
- Patch Management
- Software Delivery
- Imaging / Systems Deployment
- Inventory Management

Asset Management

Leverage our expertise to mature how you track and manage your organization's IT assets throughout their entire life cycle.

- Program and Process Development
- Hardware Inventory / Stockroom Management
- Software License Compliance
- Warranty and Lease Management
- Contract Management (Warranty, Lease, Software, Maintenance)

Service Management

Leverage our expertise to streamline service delivery across the organization with the right tools, processes, and automation.

- Program and Process Development
- Service Catalog Automation
- Service Management
- Automation and Integration

We work with 4 industry-leading platforms

Symantec | **Microsoft** | **servicenow** | **LANDESK**

We offer 7 ways to leverage our expertise

1 Prioritize your outcomes
We develop maturity roadmaps that balances best practices and the priority outcomes of your organization.

2 Tune your tools
We configure and optimize your tools and architecture to help realize their full power and potential.

3 Get key processes in place
We design, refine, and document the critical processes you need in place to mature your Asset Management.

4 Automate the mundane
We automate the mundane, routine tasks that are taking up too much of your time.

5 Integrate across IT silos
We find opportunities to optimize productivity by connection tools and teams across IT silos.

6 Get the right team in place
We define the right internal team needed to manage the function or recommend a Managed Service approach to managing core functions.

7 Optimize post-launch
We implement an ongoing maturity cadence to evaluate and refine your solution post-launch.

How you can engage ITS

1 Advisory & Professional Services
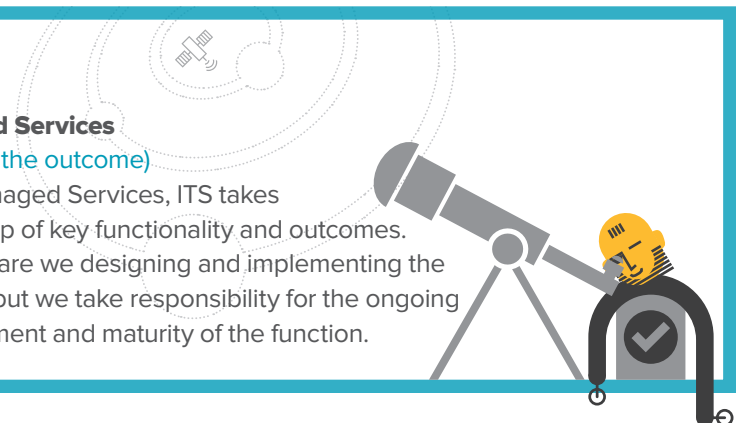(You own the outcome)
Leverage our professional services organization to provide license procurement, design, training, implementation and ongoing support.

2 Managed Services
(We own the outcome)
With Managed Services, ITS takes ownership of key functionality and outcomes. Not only are we designing and implementing the solution but we take responsibility for the ongoing management and maturity of the function.

We're a partner for innovative IT organizations

In our 10 years of IT Management consulting and managed services for 1000+
IT organizations across 20+ industries, we've tackled the most challenging initiatives.

The experience of a veteran with the personality of a startup

ITS Partners is a 10 year old firm that has a personality of a 5 year old technology startup. We love our engineers and what they bring to the mix. We work hard to solve our customer's problems and try to have fun in the process.

Engineering-centric company of people who have lived in your shoes

Our customers and vendor partners will tell you that we know our stuff. It's part of our core values. We know the tools, we know the processes, and we know both the business and technical sides of IT.

And we understand your world because we have lived your job and we have helped many other large IT organizations. Many of the people at ITS have held director and manager-level roles in large IT organizations. We understand the complexities of each key IT function and department.
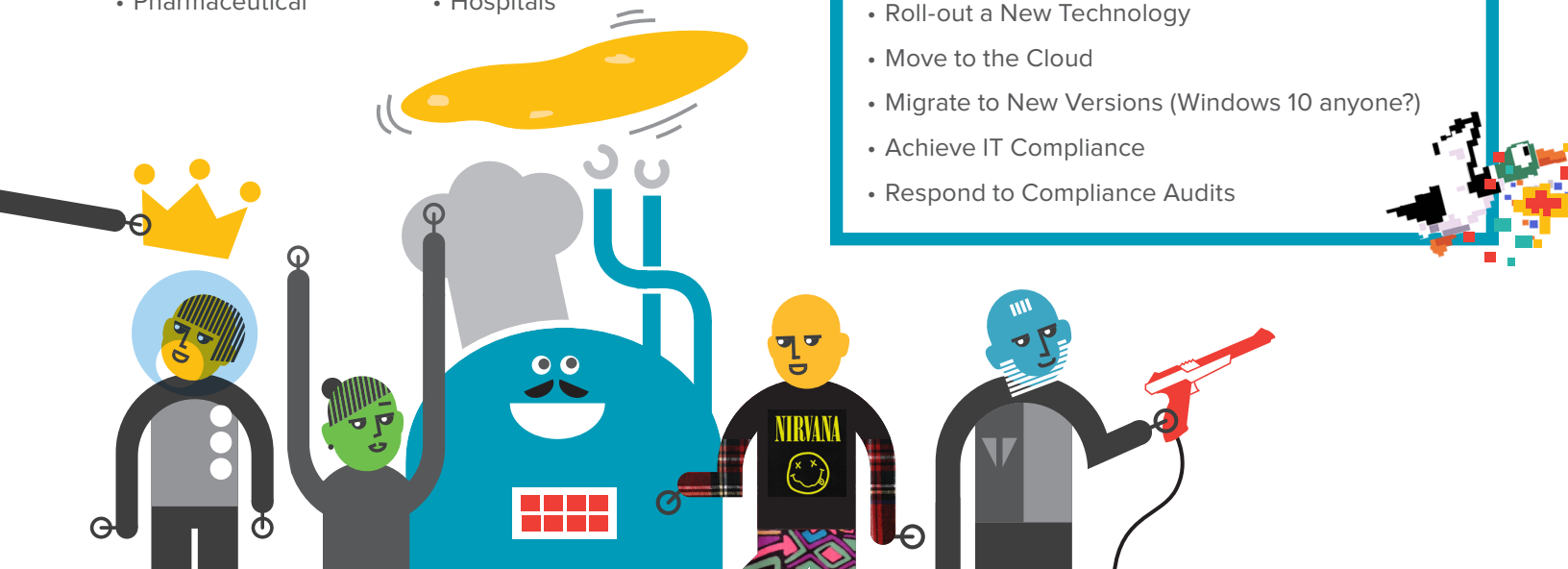
1,000+ customers in 20+ industries

- Healthcare
- Legal
- Finance/Banking
- Manufacturing
- R&D
- Energy
- Technology
- Medical
- Bio Science
- Pharmaceutical
- Construction
- Engineering
- Private Equity Firms
- Pro Sports Teams
- Insurance
- Retail
- Retail Chain / Franchise
- Higher Education
- Media Companies
- Hospitals

Proven experience with the biggest IT challenges

- Deliver a Consumerized IT Experience
- Mitigate Security Risk
- Mature Core IT Management Functions
- Align IT to Business Strategy
- Improve IT Transparency
- Centralize IT Management
- Integrate or Divest Corporate Locations
- Roll-out New IT Programs
- Roll-out a New Technology
- Move to the Cloud
- Migrate to New Versions (Windows 10 anyone?)
- Achieve IT Compliance
- Respond to Compliance Audits

Learn more about how ITS can help implement and mature your core IT Management functions.

itsdelivers.com

ITS