



# Technology & Management Consulting Services

- IT & Infrastructure Engineering
- Management & Business Process
- Web Services & IS Implementation
- Security & Network Optimization
- R&D Software & Hardware Development
- Application Design & Development
- Systems Architecture
- ERP, CRM, SRM & EDI B2B
- Project & Program Management
- Technical Training & Instructional Design
- Global Enterprise Ops & Maintenance
- Web, R&D and Infrastructure Virtualization

We have built our reputation as a consulting firm through an approach that is different from today's sales driven business market by focusing on the client's and consultant's needs instead of our profit margins. Our client centric approach consists of:

## ▶ Needs Assessment

ITSource works with our clients to define their requirements and put together a scope of work. We then do a discovery of the facts, environment, resources and other intangibles to help create a project plan and set deliverables. During the needs assessment we will determine if our client needs us to assemble a project team or provide them with a consultant or specific individual consultants who can best fulfill the needs of the requirements. Finding a team or individuals with the required skills and expertise is only half the challenge as we go a step further by aligning the project with a consultant or team that has similar industry experience as well as a compatible personality to fit into our client's culture while adding diverse characteristics that will enhance the group's performance whether we are working onsite or coordinating through an outsourcing model where our project team works at an ITSource development center near the client's primary or designated office.

## ▶ Monitoring

ITSource follows each project closely to ensure that milestones are met on time and within budget. We also make sure that proper change management procedures are put in place to deal with any unforeseeable issues that may occur. ITSource has found that one of its greatest attributes is our ability to keep the communication channels open; making sure that there is constant communication between our clients, project teams, engagement managers and internal executives.

## ▶ Going Above & Beyond

ITSource will do whatever is in our power to ensure the success of the client and/or project as long as it does not harm any of the players in the delicate ecosystem that exists between the client, the consultant(s) and ITSource. The key to success is ensuring that equal respect is given to all, which creates a harmonious balance that can overcome any challenges.

Meet Your Goals

