ITSM+
IT Service Management

Enhancing ROI in IT

CAPABILITY STATEMENT

INFORMATION TECHNOLOGY SOLUTION THAT WORKS FOR YOUR BUSINESS

SERVICES AVAILABLE

- Application/Software Development
- Database Management
- Network Administration
- Program/Project Management
- Staff Augmentation

EXPERTISE

- Microsoft SharePoint
- BPM / Case Management
- Customer Relationship Management
- Business Intelligence and Reports
- Mobile Application Development
- J2EE AND J2S, VMware ESXi/ESX
- C/C++, .NET, PHP, C#
- ORACLE, MS SQL, MYSQL
- MS Project / Primavera

CERTIFICATIONS

- Small / Minority-Owned
- PMP / ITIL v3 Expert

COMPANY INFORMATION

- DUNS Number: 078762737
- CAGE Code: 6V8G8

WHO WE ARE:

ITSM+ is an IT Enabled Services Enterprise providing diverse and innovative services to clients across the globe. We provide premier management, consulting, staffing, and a full range of Information & Technology solutions to our clients.

Our vision is to offer quality services globally along with true partnership and an employee-centered working environment which serves as a model of excellence for our clients, employees and partners.

WHY ITSMPlus?

- Best Value Solution – What's best for our clients
- We apply proven discipline and techniques
- Focus on translating customer vision, goals and objectives into executable operational products
- Access to specialized skills and reduce your overheads

BUSINESS STRATEGY:

We provide superior technical capability by capitalizing on the strength of our strategic teaming partners in delivering specialized solutions. By leveraging our partnerships, we provide the best in class skills and solutions and ensure that we meet the objectives of our customers and exceed their expectations.

CLIENTS AND STRATEGIC PARTNERS:

- MicroPact
- Anriva
- Alegix
- VA Data Recovery
- Nextpert Training
- National Power Construction Corporation (NPCC)

OUR SOLUTIONS:

PROGRAM & INFORMATION MANAGEMENT

- Business Process Analysis / Consulting
- Contract Management Solution
- IT Governance (ITILv3 Certified Staff)
- Document Management
- Program Management Support (PMP Certified staff)
- IT Helpdesk Customer Support
- Task Management
- Project / Schedule Management
- Program Analysis & Evaluation
- Performance Management
- Project Earned Value Analysis
- Customized Management Reports
- Technology Assessment

LOGISTICS & FACILITIES MANAGEMENT

- Asset Management
- Administrative Support
- Technical and Desktop Support
- LAN/WAN Support and Maintenance
- Staff Augmentation Services
  - Accounting
  - Customer Service
  - Executive Staffing
  - Management
  - Technical Staffing
- Training Support

INFORMATION TECHNOLOGY

- Network Engineering and Operations
- Application Support and Development
- Database Administration

NAICS CODES:

518210 - Data Processing, Hosting, And Related Services

541511 – Custom Computer Programming Services

541512 - Computer Systems Design Services

541513 - Computer Facilities Management Services

541519 - Other Computer Related Services

541611 - Administrative Management and General Management Consulting Services

541618 - Other Management Consulting Services

561621 - Security Systems Services (Except Locksmiths)

611420 - Computer Training

611430 - Professional And Management Development Training