

SOLUTIONS 

SERVICES 

TECHNOLOGY 

# DELIVERING MEASURABLE RETURN AND VALUE ON IT



# Transforming IT

Information Technology is central to the success of the vast majority of organizations these days. As you grow, the more likely it is that IT will play an important role in your operations.

At Emtec, our mission is to help our clients improve IT systems and processes – to transform IT into an investment that returns true value to their respective organizations. We believe that for too many organizations, IT is a cost center that has too often driven - rather than supported - processes based on business objectives. Helping organizations align IT investment with organizational goals and processes is a central focus of everything we do.

Whether assisting clients with overall IT strategy, improving IT systems and processes, developing and implementing enterprise applications, systems and enabling technologies, or providing managed services, training and support – we bring a service perspective to IT that aligns technology investment with business need. We do that by first understanding those needs, then we deliver solutions and services that respond with the appropriate level of investment to provide maximum impact and return.

At Emtec, we believe that when an organization's management asks the question, "What exactly does IT do?", the answer should be clear: "IT is aligned with and serves the business interests of the organization as a whole."

Let Emtec help you ensure that IT is an integral part of your organization, bringing solutions and strategies that truly support your organization's goals and objectives.



[www.emtecinc.com](http://www.emtecinc.com)

# We Make IT Work for You

Emtec, Inc. is a global systems integrator driven by a singular mission: to help major organizations across a broad range of sectors realize fast and full return on their IT investments. We help major organizations plan, procure, integrate, implement, manage and maintain IT to align with business goals. We do that by combining the latest knowledge with proven IT products and systems from world-leading partners – and we have the consulting, engineering and technical expertise, resources, and personnel to efficiently handle assignments of any size and complexity, anywhere. Our commitment to delivering IT solutions, systems and services of the highest standard is reflected in our ISO 9001 certification.

## EMTEC SOLUTIONS



### **BUSINESS ALIGNMENT & PLANNING**

Emtec helps IT management focus on, quantify, and increase the value that their services provide to the organization. In providing services to their internal clients, IT departments need to ensure the applications and services they develop align with the strategic goals of the organization. It seems self-evident, but for many organizations, IT applications, services and technologies have evolved in an ad hoc fashion not always aligned to the actual or evolving business requirements of the organization. Emtec's IT Business Alignment and Planning Solutions help organizations make IT work for them-providing resources where they bring the most value. Offerings include:

- ◆ ***Service Portfolio Definition & Management***

Defining the services that the organization will require from IT departments is the first key component of IT alignment.

- ◆ ***IT Strategy & Planning***

We help management and IT departments align their objectives with IT strategy – through advance planning and service improvement.



### **BEST PRACTICES & GOVERNANCE**

Best practices and trends in governance continue to evolve. Emtec consultants are on top of these trends and help clients stay ahead of the curve. We begin with technology, process and value assessments to determine where a client's practices rank among its peers. We offer ITIL V3 training and consulting to transfer knowledge on best practices, their implementation, and processes for managing to them. And we provide services that enable clients to improve and measure the value of their service offerings against internal best practices standards. Offerings include:

- ◆ ***Auditing & Assessments***

We help clients understand their current IT environment from an objective, quantitative, third party viewpoint.

- ◆ ***Service Improvement Strategies***

We help clients develop and build sustainable programs based on ITIL V3 guidelines.

- ◆ ***Training***

Emtec helps raise awareness and knowledge of ITSM and ITIL to establish a common understanding of how they can be successfully applied in your organization.

## EMTEC SOLUTIONS continued



### APPLICATION SERVICES

Emtec's Application Services help clients optimize applications for improved performance, streamlined processes, and employee empowerment. Whether it is technical implementation and support for an ERP system or providing business analysis or quality assurance and testing services during an upgrade or migration – Emtec's team of skilled consultants can mitigate risk, minimize training costs and maximize performance. Emtec's global delivery model leverages multiple service models including onsite, near-shore and offshore depending on your needs. Offerings include:

- ◆ **Business Analysis**  
We help identify and document business/user needs and translate those needs to the technical team for application implementation.
- ◆ **Enterprise Resource Planning**  
Our ERP Services optimize enterprise business processes & integration.
- ◆ **Application Development**  
We help clients streamline and automate their business processes through development of custom applications.
- ◆ **Quality Assurance & Testing**  
Our QA & Testing Services provide confidence that implemented or upgraded applications will satisfy requirements and function reliably.



### ENABLING TECHNOLOGIES

Our comprehensive portfolio of services combine today's premier technology with Emtec's unparalleled expertise. We require our engineers to continuously expand their skillsets and maintain certifications with the best-of-breed manufacturers that we represent. Through this continuous investment in training and our commitment to maintaining certifications, we are able to provide the caliber of support that our clients require.

- ◆ **Technology Sourcing, Configuration & Deployment**  
We provide, configure and deploy hardware and software products, services and solutions from best-of-breed manufacturers – and have done so for decades.
- ◆ **Technology Design, Implementation & Value Realization**  
We help clients take fast and full advantage of the latest technology innovations to deliver real value across their organizations.

## EMTEC SOLUTIONS continued



### OPERATIONS & SUPPORT

Emtec's Operations & Support services are designed to help clients become more proactive and provides strategies to help them improve internal services delivery. These services reduce IT management costs while delivering efficient and effective IT services within the organization, increasing the value of IT in delivering stable and effective infrastructure operations.

- ◆ **ITSM Process Improvement**

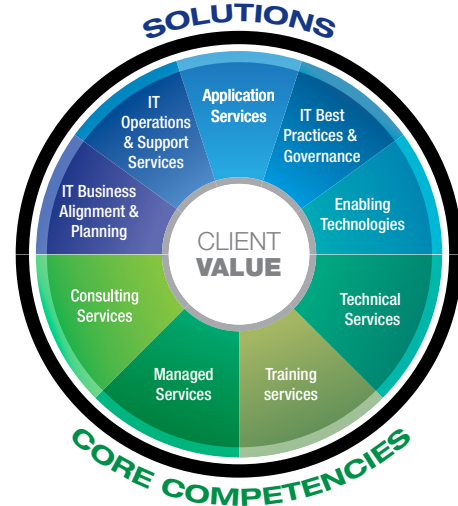
These targeted consulting services help clients streamline operations and improve service.

- ◆ **Infrastructure Monitoring & Management**

We help ensure maximum availability for mission critical IT services.

- ◆ **Managed Services**

We provide managed infrastructure service and support and managed print services that control costs.



## A PROVEN RECORD OF SUCCESS



Emtec's enviable track record of successes demonstrates our vast IT and domain expertise across a broad range of sectors.

We have demonstrated experience serving commercial clients across numerous sectors, including financial services, pharmaceutical, telecommunications, retail, manufacturing, and gaming. We offer specific services and solutions geared toward education and healthcare. We serve the state and local government sector through Emtec and the US

federal government through Emtec Federal, which holds contracts with major US federal government departments and agencies. And we've completed assignments for a range of other clients including not-for-profit organizations.

We provide services to Fortune 500 companies and major public sector organizations on a regional, national and international basis, yet our team-based approach to service delivery means we can assist smaller, local IT departments efficiently and effectively.



Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.