

Technical & Support Services

Ist Source Fact Sheet



Professional services are critical in providing a highly available and reliable IT environment.

Let us take the technology burden off your back!

Free Technology Review Contact us for more details 1^{st} Source IT offers a variety of technical services to meet the technology needs of your business. Below are the core services we offer. Please contact us for more details about how these services can help your business. <u>Helping business use technology wisely</u> is what we do. Let us work for you.

Free Technology Review

- We assess your current IT environment and provide you a free technology review.
- Technical Management Consulting
 - CIO2Go technology consulting
 - Vendor Management
 - Tactical and strategic planning
- Project Management
 - Project definition, requirements and needs assessment
 - o Vendor selection, estimation, budgeting, tracking and standards/legal compliance
- Outsourced Services
 - System (network, server, desktop, mobile devices) administration and support
 - o Wireless and network administration, security and device management
 - Network design and implementation
- Training
 - Management training
 - Technical training/coaching for managers
 - System administrator and desktop user training and help
- Procurement Management
 - Choosing the "right" vendor for your situation
 - o Contract negotiation and maintenance agreements what's right for you
- Software Development
 - Custom application development
 - o Integration of dissimilar systems
 - Web site development (informational, E-Commerce)
- System Support
 - Servers, Desktops, laptops, PDA & Handheld devices
 - Network design, security and maintenance

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