Intertec | About Intertec

Intertec International is a global IT services company founded in 2002 with headquarters in Phoenix, Arizona. Intertec's offices are located in the United States, United Kingdom, with Nearshore Technology Centers in San Jose, Costa Rica, Medellín and Bogota, Colombia.

We provide customized IT solutions using flexible engagement models that meet our customer's needs.

PASSION & MISSION

WE ARE PASSIONATE ABOUT THE IT SOLUTIONS WE PROVIDE TO OUR CUSTOMERS.

Our mission is to understand the customer's needs and to deliver results with uncompromising integrity and performance.

19+ YEARS OF EXPERIENCE IN THE IT INDUSTRY.

Intertec has a proven track record of working with companies to solve their complex technical problems through customized solutions.

SOFTWARE ENGINEERING
Leveraging hybrid onsite and nearshore teams, Intertec executes application development, software modernization and support engagements for its clients.

PROJECT AND PROGRAM MANAGEMENT
Intertec deploys trained project and program managers to manage technical implementation projects and define and manage program management offices.

BUSINESS ANALYSIS
Business analysts work with joint Intertec and client teams to establish requirements, define functional specifications, user experiences and data definitions.

TEST ENGINEERING AND QUALITY ASSURANCE
Intertec's quality engineering team is able to define and execute complex quality assurance engagements with a focus on standardization and automation.

TECHNICAL ADVISORY
Intertec works with clients to define technical strategies, perform complex solutions architecture design and advise on standardized development methodologies and DevOps processes.

INFRASTRUCTURE MANAGEMENT
Working from Intertec's nearshore technology center, consultants perform systems and database administration and management and provide pre and post production support services.

WE WORK WITH MULTIPLE INDUSTRIES INCLUDING:

FINANCIAL SERVICES   **INSURANCE**   **TECHNOLOGY**   **DIRECT SALES**   **AEROSPACE**

ENGAGEMENT MODELS

We customize our flexible delivery models to meet customer needs. We can deploy services onshore, nearshore, offshore, or from a combination of locations while ensuring high quality in all of our models through careful coordination and management.

OUTSOURCED SERVICES

Using well defined processes, Intertec is responsible for the quality, approach and infrastructure for the engagement, allowing clients to focus on their business objectives. Intertec assumes responsibility and risk associated with delivering services and works with clients to determine the best approach, performance evaluation points, and key performance indicators.

CO-MANAGED SERVICES

Intertec and the customer jointly manage the engagement and share responsibilities around training, knowledge transfer, delivery and operational excellence.

MANAGED SERVICES

In this model, Intertec executes a specific set of services that are part of a larger process. We work with our customers to clarify the responsibilities of each party and manage and report on our areas of responsibility.

PROFESSIONAL SERVICES

We provide Professional Services within the United States, where the work is performed at the client site. This model includes Contract, Contract to Hire and Permanent Placement.

WHY WORK WITH INTERTEC?

We partner with clients and work continuously to closely align our services to our clients' business needs, expectations and corporate culture, thereby creating fully customized solutions.

INTERTEC ADVANTAGES:

- Flexible engagement and delivery models.

- Onshore, offshore, and nearshore capabilities.

- Ability to engage quickly with bench allowing for rapid alignment.

- Proven quality, high customer satisfaction and high volume of client renewals.

- Multinational workforce with diverse skill sets.

COSTA RICA NEARSHORE TECHNOLOGY CENTER ADVANTAGES:

- 30+% cost savings compared to similar U.S. based services.

- Time zone alignment, proximity to the U.S.

- Secured facility with infrastructure redundancy.

- Cultural alignment with the U.S. and extensive use of English.

- Availability of strong technical talent.

TECHNOLOGY STACK

INTERTEC SUPPORTS CLIENTS ACROSS A WIDE RANGE OF TECHNOLOGY PLATFORMS

DATABASE & INTEGRATIONS

Oracle, SQL Server, DB2, MongoDB, MySQL, PostgreSQL, Redis, H2BigQuery, SSIS, Mulesoft, Boomi, Kafka

CLOUD PROVIDERS

Azure, Amazon Web Services (AWS), Rackspace, GCP (Google Cloud Platform)

PRODUCTION SUPPORT

Server Monitoring, Build, Patch and Remediate Vulnerabilities, Traffic Routing
N1, F5, ServiceNow, Remedy, Linborg, AnthillPro, MQ, WebSphere, WebLogic, Apache Tomcat

E-COMMERCE

IBM WebSphere Commerce, Hybris, Demandware, Salesforce

FRONT-END & MOBILE DEVELOPMENT

HTML, CSS (Sass & Less), JavaScript (Vanilla, Angular, React, Vue), NodeJS, Ionic, Bootstrap, Material, Git, Gulp, Webpack, WPF, WinForms, Flex, EXT JS, Sencha Touch, iOS/Android, Cordova/PhoneGap

TEST ENGINEERING

Selenium, JMeter, QTP/UFT, Badboy, WinRunner, LoadRunner, Watir, Sikuli, BAC, Microsoft Test Manager, AutoHotkey, HP ALM, HP QC, Charles, SoapUI, JUnit (Java), NUnit (.NET), Test NG, LeanFT

BUSINESS PROCESS MANAGEMENT

IBM BPM 8.5

MIDDLEWARE

Oracle Identity Management, Oracle Weblogic, BizTalk, IBM Websphere, Redhat Jboss

DEVOPS

Docker, Terraform, Chef, Jenkins, Ansible, Git, Python and Bash Script automation, CI/CD, Mesos, Blue/Green Environments, AWS, Google Cloud, Azure, Swarm, Kubernetes

CMS

SharePoint, FileNet, CQ5, TeamSite, Sitecore, Drupal, WordPress, Veeva, Jomla, Contenful

BACK-END DEVELOPMENT

Java (Spring, JPA/EclipseLink/Hibernate, Quarkus, JSF, Swing) .NET (Net Core, ASP.NET, Entity Framework, SSIS, SSRS), PHP, Node JS, RESTful Services and APIs, PowerBuilder

DESIGN

User Experience (UX)
Visual Design, User research, Wireframe Information Architecture, UCD

User Interface (UI)
Prototyping, Graphics, SketchApp, Adobe CS, InVision, Figma, HTML, CSS

Intertec | Case Study

MIGRATING FROM LEGACY E-COMMERCE SITE TO A CUTTING-EDGE SAP HYBRIS PLATFORM

An American nutrition and weight loss company was using an outdated e-commerce platform that lacked support for international markets. Our client decided to migrate to Hybris in order to obtain higher support, customization, and multi-market features.

CHALLENGE

Our client uses four different websites, two for the U.S. market and two for the international markets due to the fact that they customize their approach and incorporate development changes for the international market when compared to the U.S.

They use Hybris as their main technology to develop and maintain these websites. Since Hybris is a high-end technology, our customer didn't have the right resources to work on back-end functionalities and features, and to support the overall implementation.

SOLUTION

Intertec assigned highly talented resources to join the client's existing implementation team for development of back-end modules in areas such as customer profile, customer cart merge, subscription order life cycle, order placement, delivery mode functionality, subscription order modification (such as changing and updating date for order triggers), shipping service discount calculations, and audit trail functionality.

Our team also worked on implementation of integrations such as tax calculation modules, analytics tool integration, features like rules/roles for different users, and LDAP connectivity.

VALUE OBTAINED

Our client received ongoing support, complete knowledge of systems integration, processes optimization, iteration of new technologies to complement deficiencies in Hybris as well as user interface and user experience which increased application and server performance.

Intertec | Case Study

REARCHITECTING THE AUTO-SHIP PROCESS FOR A $1.5 BILLION ECOMMERCE PLATFORM

A billion dollar skin care provider in the direct sales industry was growing in record sales, but their systems and servers were overloading and performing poorly. The client's technical resources were painfully and expensively tied up trying to contain the inflow of new data being received each day. Intertec assigned this case to their most senior engineers and created a solution that quickly and effectively allowed the client to handle the growing number of orders coming from their ecommerce platform.

CHALLENGE

A leading manufacturer of clinically proven skin care products was growing and receiving 200,000 orders every month that were processed automatically by a scheduled job. This rapid increase in orders was causing their servers to perform poorly for end users causing outages, lost orders, and over a thousand customer complaints each month. Troubleshooting these issues required labor-intensive oversight from their technical team and the process was taking them longer and longer each month. The result was unprecedented stress to their servers and intense concern that the situation would only get worse if a solution wasn't found.

SOLUTION

Intertec assigned this high visibility project to a team of Costa Rica developers and quality assurance engineers to design a new architecture and implement the automated job improvements. The team was led by a highly talented Intertec senior architect who had experience as a trusted technology advisor with the client.

The new system was designed by the Intertec team end-to-end, and was a complex but effective multi-thread first-in, first-out system with a load balancing approach. This allowed for the functionalities of the auto-ship process to be split in four main categories and run simultaneously to ensure process efficiency. This new solution was built using .NET MVC, Micro-services and SQL databases. Server capacity was drastically improved and all system platforms were now operating in a stable state. An issue that had been happening for over 6 months was remedied in just 6 weeks thanks to the partnership between Intertec and the client.

VALUE OBTAINED

The solution Intertec designed quickly improved performance of the daily job process by 75% and reduced the time it took to execute the job, going from 24 hours to less than 120 minutes. These enhancements resulted in huge improvements for the end users, including benefits such as:

- Reduced impact to service desk operations
- Increased application and server performance
- Reduced customer complaints once system outages stopped
- Client was able to save significant costs from not having to replace and acquire new server infrastructure
- The client has doubled the amount of monthly orders in recent months, and the architecture put in place is still effective resulting as a long term and scalable solution

Intertec | Case Study

NETSTEPS & HYBRIS EXPERTS: CREATING NEW BUSINESS RULES FOR RAPID EXPANDING MARKETS

The #1 Skin Care company in North America turned to Intertec, their technology partner, for help in the ever growing and critical demands of expanding to new markets. We worked hand-in-hand with the client to build a scalable solution to seamlessly create new business rules, each time sales were generated and customers were acquired in a new country.

CHALLENGE

Our client is a direct sales power house in skin care products and with the critical mission of aggressively expanding their global footprint. As a result of their fast expansion, they requested the implementation of a new business rule process that efficiently enabled their existing registered members to become global sponsors for other members in new countries.

SOLUTION

Intertec put together a multi-functional team of NetSteps and Hybris developers, UI/UX designers, and quality assurance engineers from Costa Rica. They were sent to our client's headquarters in California with the mission to deliver this new system process in just four weeks.

The creation of the new system feature was complex and time sensitive. Our team was assigned a PM from the client's office. To keep communication flowing seamlessly and the team focused, they were assembled in a "war room" with the multiple project stakeholders. A Scrum framework was implemented to ensure effectiveness and the main technologies used were .Net MVC, Java Script, Adobe Design, Oracle and SQL.

It is important to highlight that this feature needed to interact with a completely new system and multiple technology databases. To solve the issue, our team created a micro-services environment accessing multiple database platforms which fetched, encapsulated, and verified all the data for integrity and redundancy purposes. Once the system was designed, it was moved to a replicated database and thoroughly tested to ensure the feature was working properly and that faster performance had also been achieved during the new member enrollment process.

VALUE OBTAINED

Our direct sales client was able to announce the roll-out of a new global business rule feature as part of its global expansion efforts. We are happy to report it was successfully deployed on time and at a lower cost than expected, allowing current members to increase their compensation possibilities due to the company's growing footprint.