

Managed Services Offering

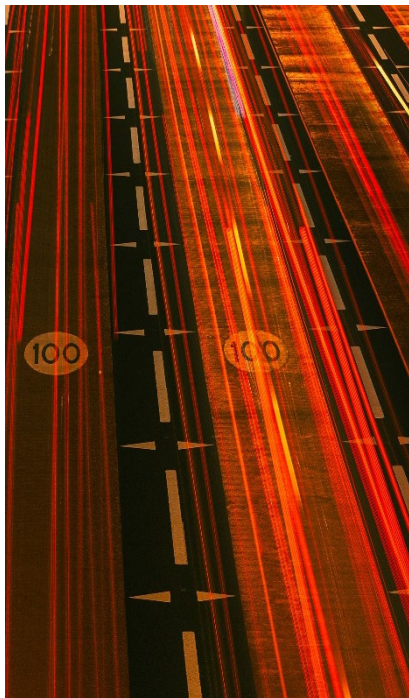


MANAGED SERVICES

The Intertec Managed Service is a robust enterprise offering intended to tackle some of the challenges of the traditional outsourcing model. The main disadvantage of the conventional outsourcing model is that the risk is entirely on the customer side. The customer needs to invest a significant amount of energy in managing the team, executing the operational model, and implementing methodologies to drive the software development and assignment activities to the outsourcing team to maximize utilization. Due to the inherent complexity associated with IT operations, customers spend time and money, and may experience missed deadlines and distractions from their core business.

Through the years, the Intertec International team has been exposed to different IT ecosystems, technologies, and methodologies associated with the execution of IT projects. Through deep analysis of our experiences, we have designed a service model that includes a comprehensive proprietary methodology that implements a set of accelerators and enablers to achieve high efficiency and reduced risk. With our Managed Service model, a customer can take advantage of our accumulated expertise to attack the execution of IT projects in a way that can translate to quicker time to market, increased quality, and lower cost.

BENEFITS



Fast-growing and adaptative model: boost the efficiency of our existing resources so we can allocate effort according to the customer needs.



Cost effective: We allocate different expertise levels according to the real needs of the work, allowing us to offer an attractive blended rate.



Collaborative approach: we share the responsibility to manage the team and estimate effort, reducing risk and increasing efficiency.

SERVICE AREAS

The Intertec offering for Managed Services covers a diversity of information technology areas, covering the entire cycle of software development, different technologies, and methodologies. Enumerating all our capabilities in terms of technology could take more than one page, but we would like to highlight the most common set of services we usually provide:

Technology Areas

- Project management
- Software development
- QA (manual & automation)
- DevOps
- Production support
- Infrastructure management
- System integration
- Digital Transformation

Infrastructure Management

- Windows / Linux admin
- Server migration
- Migration to The Cloud
- Cloud management
- Database management
- SharePoint administration
- Capacity planning

Project Methodologies

- SCRUM
- Kanban
- SAFe
- Traditional / Hybrid

Cloud Platforms

- Azure
- Google Cloud Platform
- Amazon Web Services

Development Technologies

- Java
- Microsoft .Net
- Python
- NodeJS
- Web development
(HTML / JavaScript / TS / CSS)
- Single Page Applications
(Angular / React / Vue)
- Mobile Development
(Native / Hybrid)
- Legacy App Maintenance



**INTERTEC HAS ENABLED
CLIENTS GLOBALLY TO
BECOME HIGH
PERFORMANCE BUSINESSES
SINCE 2002**

ABOUT INTERTEC

Intertec International is a global provider of information technology managed services and outsourced consultancy. Our extensive experience in the execution of technology projects and the talent of our team enables us to implement technology solutions under a flexible model that reduces operational risk, increases effectiveness, and delivers high-quality output.

Originally founded in 2002 in Phoenix, Arizona, Intertec International has expanded its nearshore services operations in the LATAM region by establishing a strong presence in Costa Rica and Colombia, two of the most attractive service hubs in the entire region.



Strategic Nearshore partner with time zone alignment



Proven track record helping global organizations



A multidisciplinary team of experts with vast experience



Ability to adapt and scale the engagement model



Secure environment and services in compliance with ISO-27001

Our goal is to become a key strategic partner for our customers by providing expert consultancy and a flexible service model that supports our customers operations through active execution of their information technology projects.

