



Enterprise Service Management

Providing the visibility you need to operate more effectively.

After years of belt-tightening, IT managers are still facing a familiar directive: do more with less. Struggling with leaner staffing models and dwindling budgets, IT departments are increasingly turning to enterprise service management solutions to:

- » Gain real-time and contextual visibility into IT services
- » Deliver increased IT functionality
- » Operate more efficiently and effectively
- » Monitor and manage municipal services, power grids and energy consumption
- » Become more proactive and take corrective action before incidents occur
- » Better align IT with organizational goals

At GTRI, our Enterprise Service Management (ESM) experts offer decades of hands-on experience designing and implementing comprehensive management and monitoring environments. Our years of expertise allow us to:

- » Anticipate requirements that may be overlooked by a less experienced provider
- » Deliver end-to-end solutions without delays or project scoping issues
- » Deploy solutions spanning all layers of IT infrastructure
- » Provide our clients with a holistic vision of critical business processes and services

ESM at GTRI

Our expert ESM team delivers end-to-end solutions that include:

- Requirements and design
- Engineering
- Deployment
- Documentation
- Knowledge transfer

Our ESM engagements frequently include:

- Process and procedure engineering
- IT operations audits and analysis
- Business process evaluation
- IT to business service mapping
- Data mining for real-time trending
- Facilities monitoring and management
- Municipal services monitoring, management and visualization



About Global Technology Resources, Inc.

Relentless Commitment

GTRI is a Consulting Solutions Integrator with a broad range of information technology expertise serving enterprise, federal and state government, healthcare, educational, and other markets nationwide. Our core practice areas of expertise include Physical Infrastructure, Integrated Solutions, and Network Monitoring & Management.

OUR MISSION

At GTRI, we help our clients surpass their strategic business initiatives by delivering best-in-class technical solutions. We listen carefully to each client's unique requirements, provide a consultative approach to develop the right solution to meet objectives, and deliver results based on a proven methodology.

WHY CHOOSE GTRI

You are making significant investments to plan and adopt new technology solutions that **MUST** be aligned with your business strategy, and it only follows that your partners should drive real value into your organization through successful execution of critical initiatives such as productivity gains, cost reductions, customer satisfaction, and employee retention. At GTRI, we do not view your projects as information technology changes, but as business improvement outcomes.

OUR APPROACH

Our operational excellence brings tangible, incremental value to our clients through personnel, processes, and systems, as a true "trusted advisor." We apply Strategic Delivery Framework, our proven consulting framework, to align client vision with our expertise to mitigate risk and strategically solve our clients' business objectives.

OUR EMPLOYEES

We have a relentless commitment to business integrity and strong ethical practices, complete customer satisfaction, and employee recognition and growth. The well being of our employees is essential and we all hold true to our corporate core values.

GTRI COMMUNITY SERVICE

GTRI and its employees support a variety of non-profit and other charitable organizations as part of our commitment to support our communities and raise social awareness within our business network.

For more information about GTRI's Relentless Commitment, please visit www.gtri.com/rc



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What we do

Physical Infrastructure

Through efficient project execution, our experts create wireless and structured cabling solutions that become the reliable foundation on which critical business applications depend. Beyond creating simple connectivity between the network and end-user, our practice follows time-proven design and deployment processes with the goal of exceeding our clients' business and technical expectations. Committed to your success, our clients benefit from our close collaboration with other GTRI technical business units and our extensive depth of experience.

Integrated Solutions

GTRI's Integrated Solutions consulting practice adds value beyond connectivity by combining our multi-disciplinary expertise to deliver business applications encompassing advanced network engineering, network security, collaborative solutions, and virtualization. The team leverages its business and specialized technical expertise and employs a collaborative, structured, repeatable approach to deliver best-of-breed technology solutions. Our industry expert consultants listen and work closely with our clients to deliver solutions that effectively address business objectives. By combining multiple practices under one business unit, our experts can collaborate across each layer and determine the best solution.

Network Monitoring and Management

GTRI's Network Monitoring and Management teams offer enterprise systems management utilizing high-end products for end-to-end views of your IT infrastructure. These teams include Enterprise Service Management and GlobalSure™ Managed Services. Our integrated approach to resource allocation, monitoring and provisioning, and proactive problem prevention, coupled with remediation by certified engineers, mitigates risk and allows for true optimization of the infrastructure. Collaboration with our other professional services practices ensures that attention is given to the complete IT lifecycle, from architecture, to deployment, and finally to the management, health and welfare of your critical technology investments.

