

360 DEGREE
CUSTOMER
CARE



BRINGING STRATEGIC VISION TO YOUR
IT LIFECYCLE

THE CHALLENGES OF MANAGING YOUR ENTERPRISE

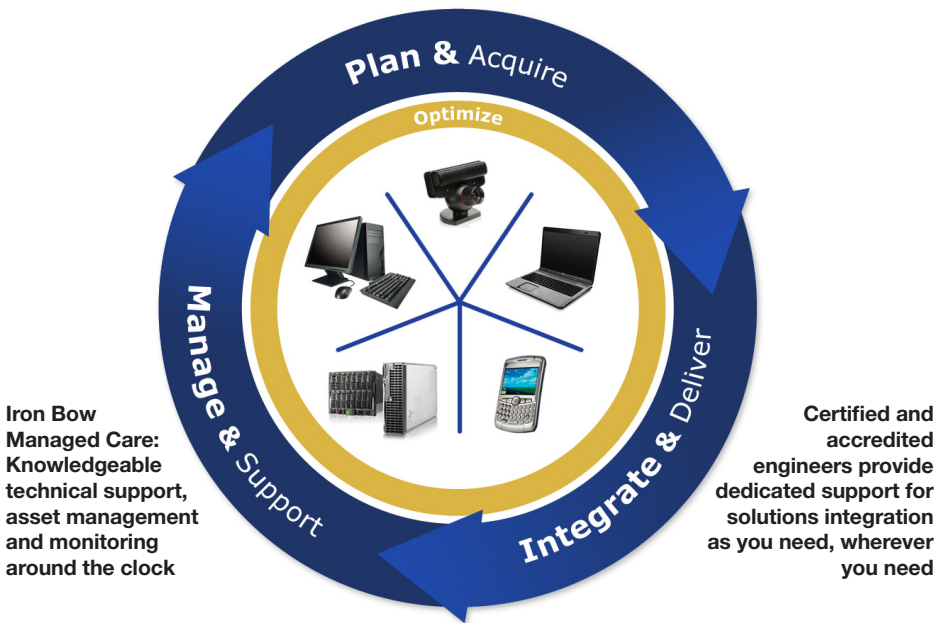
IT enterprises today are increasingly complex, composed of a myriad of technologies, constrained by budgets and challenged by ever-changing operational requirements. These complexities start from the time a technology solution has been acquired and integrated into an enterprise, throughout day-to-day operations and last until the end of a solution's useful service.

FLEXIBLE, KNOWLEDGEABLE LIFECYCLE SUPPORT

Iron Bow Technologies offers a continuum of expertise and capabilities to facilitate full-lifecycle service and support of your IT infrastructure. Our flexible offerings are designed to address the underlying complexities of optimizing customer operations and maximizing return on technology investment.

We leverage agility and world-class expertise to ensure that all solutions and services are strategically aligned with your mission and targeted to meet the unique needs of your organization.

Industry experts from Iron Bow established practice disciplines help to plan solutions that align with your business.



360 Degree Customer Care Leverages Expertise to Bring Strategic Vision to Your Enterprise and Optimizes Technology Throughout its Lifecycle

PLAN AND ACQUIRE:

Aligned solutions delivered on time and on budget

Iron Bow provides sales support aimed at helping our customers plan and acquire mission aligned solutions when they need them, the way they need them and with the flexibility that has earned our reputation as a true client partner.

Industry Experts Support Planning and Design

Access established technology practices with recognized industry experts to collaborate and design solutions that will enhance business success. Each practice is staffed and managed by dedicated and highly credentialed personnel.

Iron Bow practices include:

- Data Center
- Client Computing
- Information Security
- Collaboration
- Network Infrastructure

Flexible Financing

Working directly with top manufacturers and financial firms, we can provide customers the flexible financing options needed to acquire and maintain a modern IT infrastructure.

Disciplined Program Management

You can count on expert management of the acquisition and delivery of your solutions. We specialize in large-scale, complex initiatives and leverage a proven PMI-based program management process to ensure even the most complex programs are delivered on time and on budget.

Real-time Product Fulfillment System

Iron Bow also offers a Product Fulfillment System that provides dedicated access to customers for agency specific catalogs, requisition processing, transparent delivery and purchase/delivery reporting.

DELIVER AND INTEGRATE:

Access onsite professional services to ensure seamless integration

Iron Bow offers professional, top-tier, certified engineering talent to augment our customer's needs in integrating and supporting solutions throughout the lifecycle of IT infrastructure. Our national footprint of delivery engineers and technicians stands ready to support clients anywhere in the country. All professional services are managed by accredited and certified project managers to ensure the best support is delivered at the best price – repeatedly.

To provide maximum flexibility, we can provide professional services on a time and materials basis or firm fixed priced basis in line with customer needs.

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