



Corporate Presentation Geneva Technical Services

*Anticipating your needs;
Exceeding your expectations...*

www.GenevaTechnicalServices.com



Who We Are



- Geneva Technical Services (GTS) is an IT staffing organization providing solutions to Fortune 1000 corporations in the Chicago metropolitan area. We opened our doors in 1999 and have achieved solid customer relationships throughout our history.
- Our focus is IT Infrastructure which consists of Service Desk, Desktop/Laptop, Security, LAN/WAN and Data Center initiatives.
- Our client-focused approach is the foundation of GTS' success, ensuring a rigorous, innovative, specialized and experienced IT services organization.



Our Staffing Solutions

- GTS' specialty staffing solutions address:
 - Temporary Staffing Needs
 - Contract to Permanent Hiring Preferences
 - Direct Hiring
 - Project Staffing

Areas of Specialty

- Desktop & Mobile Computing Staffing
 - PC/MAC End User Support Technicians
 - Desktop/Laptop Engineers
 - Desktop Project Specialists
 - Desktop Managers
 - PDA Installation & Support Technicians
 - Hardware Technicians
 - Project Managers
 - Service-Level Agreement Specialists

Areas of Specialty

- Service Desk Staffing
 - Customer Services Representatives
 - Level One, Two & Three Support Analysts
 - Network Operations Support Technicians
 - ITIL-Certified Professionals
 - Call Center Solution Engineers
 - Service Desk Management
 - Product & Application Support
 - Problem/Incident Management Analysts

Areas of Specialty

- LAN/WAN, Security & Data Center Staffing
 - LAN Systems Administrators & Engineers
 - Network Security Specialists
 - Infrastructure Managers
 - COBIT Professionals
 - Email Systems Administrators
 - Project Managers
 - SAN Engineers
 - Network Architects
 - Data Center Managers

The GTS Advantage

- Assisting in GTS' ability to deliver reliable and efficient staffing resources are several differentiating ingredients, the sum of which create significant advantages for our clients.
 - Boutique Business Approach
 - Specialized Recruiters
 - Quality Assurance Programs
 - Account Management
 - Consultant Management
 - Consultant Benefits
 - Recruiting Process
 - Contract to Permanent Options
 - Strategic Partnerships

The GTS Advantage

- **Boutique Business Approach**
 - We offer customers the attention and flexibility they deserve to accomplish their goals and objectives.

- **Specialized Recruiters**
 - Recruiters are specialized in desktop, service desk, network (LAN/WAN), IT security and data center support initiatives.

 - Our recruiters understand technical and staffing trends both in the information technology arena and the Chicago marketplace, thereby allowing them to proactively attract and retain the best technically qualified professionals.

 - Due to the strengths of GTS' internal recruiting team, GTS does not use third-party suppliers or subcontractors unless requested by our clients.

The GTS Advantage

- Account Management
 - GTS believes Account Management is another true differentiator.
 - GTS' Account Manager will be onsite the first day of an assignment to introduce both consultant and customer, ensuring a smooth start.
 - GTS' Account Manager will be in contact with the client on a bi-weekly basis; this bi-weekly interaction enables GTS to ensure everyone's expectations are being met.
 - GTS' Account Manager will be onsite at least once each month. Again, this face-to-face contact allows for a thorough flow of information, ensuring expectations are being met and areas of concern are addressed.

The GTS Advantage

- Quality Assurance Programs
 - Numerous quality assurance programs have been developed to ensure GTS meets specific client objectives while fulfilling consultants' goals.
 - Conducting multiple performance reviews in the early stages of each assignment is one measure of GTS' commitment to quality assurance.
 - Other examples of GTS' quality assurance programs include candidate and client orientations, reference checks and background screenings.

The GTS Advantage

- **Consultant Management**
 - Consultant management is integral to GTS' successful retention of qualified technical personnel.
 - Consistent and meaningful interaction with consultants on a bi-weekly basis is the foundation on which GTS has built its retention process.
- **Consultant Benefits**
 - Benefits, for many consultants, are a sign of stability; stability often translates into the timely completion of client projects with minimal turnover.
 - The benefits available to GTS consultants include:
 - competitive and bi-weekly compensation
 - health insurance
 - holiday pay
 - overtime pay

The GTS Advantage

- Recruiting Process
 - GTS uses a three-step interview process where technical skills and customer service skills are thoroughly examined. The process is as follows:
 - Step 1
 - GTS recruiters complete a phone interview with all prospective candidates to assess phone presentation skills, confidence and overall verbal communications ability.
 - Step 2
 - A face-to-face interview enables GTS to further explore the candidate's background, experience, technical knowledge, expectations and career goals, while also allowing them to share the benefits that are available to them as GTS technical employees.
 - Step 3
 - Once the face-to-face interview is complete, GTS completes three technical references for each candidate; references may only be former managers and/or team leaders.
 - The thorough nature of this process has historically helped GTS keep turnover below 3%.

The GTS Advantage

- Contract to Permanent Options
 - Our customers have an option to hire GTS employees after three months.

 - Our fee schedule is as follows:
 - 25% fee of hiring salary for direct placement
 - 15% fee of hiring salary in the fourth month
 - 10% fee of hiring salary in the fifth month
 - 5% fee of hiring salary in the sixth month

 - Should a customer decide not to hire our employee but would like to continue to use him or her as an extension of their staff, this is also an option.

The GTS Advantage



- Strategic Partnerships
 - In addition to our staffing services and solutions, GTS also provides value-added services through our partnerships with other infrastructure service providers.



- Qualys Inc., the leading provider of on-demand vulnerability management and policy compliance solutions, helps organizations of all sizes discover vulnerabilities, ensure regulatory compliance and prioritize remediation according to business.



- SAVVIS provides IT Infrastructure-as-a-Service, featuring secure, modern data centers in prime locations; enterprise class server and storage platforms; fully managed network solutions; a portfolio of security tools; and a suite of management tools that give you control of your applications.

Customer Engagements

- Service Desk Support Initiatives
 - Not-for-Profit
 - GTS partnered with a global not-for-profit to populate a newly created service desk. GTS provided a team of four service desk contract professionals to staff the twenty-four hours a day, seven days a week global service desk. GTS also put a service desk manager in place to coordinate the individuals working on each of the three shifts.
 - Advertising
 - GTS was engaged in a staffing augmentation partnership whereby the service desk was comprised of 80% GTS contract professionals and 20% internal customer employees, all of whom were providing first- and second-level support to both internal and external users. GTS' team of 15 was onsite for more than two years for this project effort before the service desk was moved overseas.

Customer Engagements

- Service Desk Support Initiatives
 - Educational
 - GTS' service desk contract professionals are supporting the rollout of a new version of our client's proprietary application that runs in book stores on college campuses across the United States. The team works with these stores to update all hardware and software and ensure connectivity. In addition, they troubleshoot issues related to the proprietary application.

 - Transportation
 - Earlier this year GTS entered into a staff augmentation partnership with an airline to staff their service desk. In this partnership, GTS provides approximately 75% of the contract professionals on the service desk and the client provides the remaining 25% along with all leadership and management. This is a multi-year engagement and today we have approximately 35 contract professionals on site; the team is supporting both internal and external users.

Customer Engagements

- Service Desk Support Initiatives
 - Retail
 - In an effort to create a more standard approach to support, GTS worked with a client to create a service desk and GTS' team was brought in to support the end user community in conjunction with a handful of internal client employees. Using ITIL best practices, the team responded to all levels and types of technical issues both over the telephone and via email. The initiative initially required a team of 14; due to our "contract-to-hire" staffing solution, this client hired many of GTS' contract professionals to their permanent staff. GTS continues to support the service desk with staff augmentation services today.

Customer Engagements

- Desktop & Mobile Computing Initiatives
 - Telecommunications
 - This project effort required a project team of two team leaders and 14 contract professionals for four months. GTS was responsible for all desktop hardware and software inventory to prepare for a company business unit separation. This project involved more than 1,500 desktops.
 - Financial Services
 - GTS' team of 13 provides all levels of support, over the telephone and desk side, for the end user computing domain. Issues range from hardware and software problems, to connectivity, to application support both for shrink-wrapped applications, as well as proprietary trading applications.

Customer Engagements

- Desktop & Mobile Computing Initiatives
 - Health Care
 - GTS' desktop refresh team serves as an outsourced arm of a large health care consortium here in the Chicago area. Under the client's management, the team is responsible for the desktop refresh effort across the enterprise. In addition, the team works with individual departments within the health care consortium for special projects (i.e., upgrades of new hardware/applications, implementation of new technology, etc.). Also, due to our "contract-to-hire" staffing solution, this client has hired over 15 GTS contract professionals to their permanent staff.
 - Financial Services
 - GTS employed a project team of ten contract professionals who were responsible for the installation of the new images for the enterprise environment, including all workstations and laptops.

Customer Engagements



- Desktop & Mobile Computing Initiatives
 - Financial Services
 - GTS provided a collection of three team leaders, a project manager and anywhere from five to 15 contract professionals for this initiative. It was GTS' responsibility to prepare desktop computers, printers and any other technical devices to be moved from one location to another. This included breaking down and setting up the user's equipment and verifying connectivity. This project ran for more than two years.

Customer Engagements

- LAN/WAN, Security & Data Center Initiatives
 - Insurance
 - GTS assembled a team of four network engineers and a project manager to assist with the relocation of a data center. The project manager was not only responsible for designing and implementing the component arrangement in the new data center, but also for leading the team of four network engineers in breaking down and refitting the existing components, along with newly acquisitioned equipment, into the new data center.
 - Technology
 - GTS partnered with a technical outsourcing organization that was supporting an international company within the Chicago marketplace to provide staff augmentation services. We provided a team of seven contract professionals who provided day-to-day support of the server environment. Responsibilities included, but were not limited to, end user account creation and administration, hardware and software upgrades, network security and server backups.

Customer Engagements

- LAN/WAN, Security & Data Center Initiatives
 - Retail
 - Aiding in a long-term growth strategy, GTS partnered with a services organization to expand their entire LAN/WAN team with a staff augmentation model. Our ability to be flexible allowed the client to respond to their fluctuating staffing needs while also giving them a permanent-to-hire conversion option. To date, the company has hired more than ten GTS professionals across all areas of LAN/WAN, including UNIX, Wintel, Cisco and storage platforms.
 - Financial Services
 - GTS engaged in a staff augmentation partnership whereby the Network Operations Center was comprised of 60% GTS contract professionals and 40% internal customer employees, all of whom were monitoring and troubleshooting network outages cross the enterprise. GTS' team varied in size from four to 16 and was engaged for approximately 18 months.

Customer Engagements

- LAN/WAN, Security & Data Center Initiatives
 - Advertising
 - Responding to a call for support with an Active Directory migration and domain consolidation effort, GTS amassed a team of contract professionals for the project engagement. The team was charged with working hand-and-hand with the client's internal server team for the duration of the project effort.

Customer Relationships

- GTS provides support and resources to businesses in the following industries:

- Banking & Financial Services
- Educational Institutions
- Health Care
- Insurance
- Manufacturing
- Not-for-Profit
- Retail
- Services
- Technology



- A sampling of clients include:

Client References



- See what some of our satisfied customers have to say:
 - “Geneva Technical Services (GTS) has been a preferred vendor since 1999. Over the course of that time, they have provided our organization with highly technical professionals in the areas of desktop/help desk and network support. We have utilized their consultants on an as-needed basis for either day-to-day support or specific projects. I personally have been extremely pleased with the quality of consultants they have provided to me, and more importantly, with the ease of doing business with GTS. ... I would recommend GTS to any organization that truly cares about getting a job done properly and timely. They will make it their personal objective to understand your business goals and work with you to make it happen.”
—**District Manager, Insurance Company**

Client References



- “GTS has done an excellent job in providing all levels of network support professionals on both a project and day-to-day basis. With their services, we were able to complete a server upgrade. ... Our Account Manager rose above her competition due to her persistence, follow-up, and the quality of consultants she has provided to us. GTS has always reacted in a timely fashion and we have been extremely pleased with GTS’ dedication to our company, as well as the dedication GTS has to their consultants. They truly understand what it means to take personal interest in each of their employees, which in turn, provides us with dedicated, hard-working individuals.”

—Technical Services Manager, Technology Organization

Client References

- “Your company has been a valued presence contributing to our success. The efficiencies your company creates lead us to the inevitable successes created by such a synergy. I want to express my appreciation for a consistent, reasonable price and a valued relationship.”

—Manager of IS Field Services, Health Care Consortium

- “GTS truly exemplifies the concept of a business partnership. They work hard to understand your requirements, provide excellent candidates, and stand behind their service. My Account Manager is never out of touch, and quick to respond to the dynamic nature of the business. I never hesitate in recommending GTS’ services and will continue to work with them in the future.”

—CIO, Retail Corporation

Questions



How Can GTS

- Our Expertise & Experience
- Our IT Infrastructure Focus & Specialization
- Our Ability to Deliver IT & Business Value

Help You?

Contact Information



- Interested in learning more about what Geneva Technical Services has to offer? Contact us!

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