



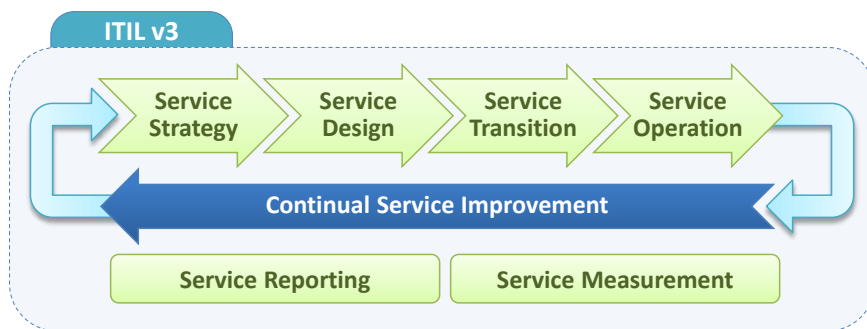
Enterprise Transformation through IT Management

Integral Consulting Services Inc. (Integral) specializes in architecting and implementing Enterprise IT Management (EIM) solutions and integrating them with third party applications. Integral has been implementing EIM Solutions using CA Technologies (CA), BMC Software and the Microsoft suite of products for more than 8 years. We have established an EIM Center of Excellence comprised of CA, BMC and Microsoft's latest IT Management products, a training facility, a demonstration center to prototype customer solutions, and a team of certified professionals. Integral has institutionalized its processes based on the Information Technology Infrastructure Library (ITIL) v3, CMMI Level 3 and ISO 20000 standards to manage and deliver quality EIM solutions.

THE SOLUTIONS

IT Service Management

Integral implements Virtual Service Automation (VSA) solutions using best of breed EIM products to help clients improve productivity and resource utilization, and to deliver business services with committed service level agreements (SLAs) across the enterprise.



We architect, implement and customize the following products in Service Management:

- CA Service Desk Manager
- CA Service Catalog
- CA IT Client Manager
- CA IT PAM
- BMC Service / Asset Core
- CA IT Asset Manager
- CA Automation Suite for Clouds
- CA BOXI Reporting
- Microsoft MOM
- Microsoft SCOM

Service Assurance

Integral implements Service Assurance solutions using CA's suite of products to enable clients to manage optimal IT performance and reliability of complex IT infrastructure across the enterprise.

- CA Spectrum
- CA eHealth
- CA Service Operations Insight
- CA NetQoS
- CA APM (formerly Wily Introscope & CEM)



Cloud Solutions

Integral consulting can help your business in reducing budgets and decreasing the gap between IT capabilities and business expectations using the following CA suite of products:

- Model Cloud Services
- Automate Cloud Services

“Exceeding Expectations...”

For More Information Contact:
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IT Security

Integral implements Security solutions to help clients protect their critical assets and simplify compliance across their complex IT environment using the following CA Technologies suite of products:

- CA Identity Manager
- CA SiteMinder
- CA Roles & Compliance Manager
- Secure SSO for CA Products (CA SD, SC, IT PAM)

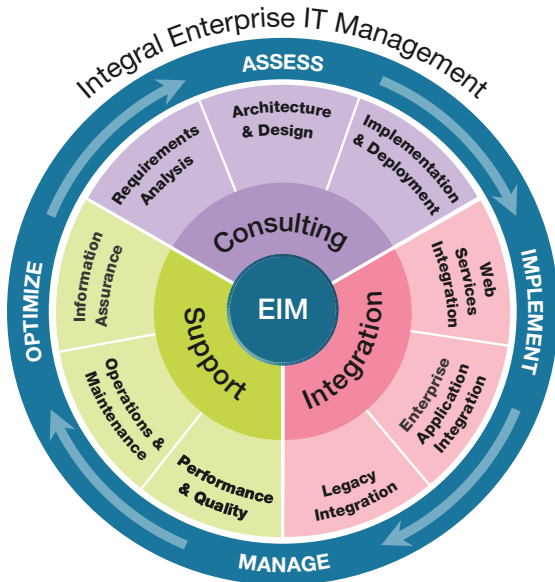
Project & Portfolio Management

Using the CA Project and Portfolio Manager (PPM) solution we empower you to innovate with agility, transform your portfolio with confidence, and optimize the right resources and investments to manage business demands. With the most complete and proven project and portfolio management solution in the industry today, your team can be more productive and your leaders will have the transparency and visibility into the entire portfolio to ease decision making:

- PPM for IT and Business
- PPM for Application Portfolio Management
- PPM for Public Sector

THE METHODOLOGY

Integral has institutionalized its Service Management methodology based on Information Technology Integration Library (ITIL) v3, CMMI and ISO 20000 standards to manage EIM solutions and offer continuous process improvement.



THE TEAM

Integral has a team of more than 40 ITIL, CA, BMC and Microsoft certified consultants providing consulting and implementation support to architect, develop, upgrade and enhance clients' new or existing EIM solutions as well as provide remote maintenance and operations support.

Headquarters (HQ):
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SERVICE DESK HEALTH (SDH)

Service Desk Health (SDH), developed by Integral is a self-monitoring solution for CA Service Desk Manager that captures and monitors key service desk processes and performs various actions based on defined scenarios. SDH is a unique and innovative module for helpdesk providing a value-added solution to allow customers monitor key processes of Service Desk and set thresholds and limits on usage per service desk process. SDH also captures process usage from both the primary and secondary service desk servers and alleviates the CA support log collection process by automatically capturing the log files in a zip format to send to support for analysis.



THIRD PARTY APPLICATIONS INTEGRATION

In today's complex IT environment, clients use various technologies and applications to support their business needs. Integration of EIM solutions with clients' other applications is a critical part of enterprise IT that ensures an agile and flexible IT-enabled business. Integral provides integration services to implement and support an integrated enterprise IT infrastructure for our clients. For example, Integral has successfully integrated (1) vCloud Director for Retail Customers using CA IT PAM, Catalyst Connector, RESTful API and PowerCLI; (2) Integrated CA Service Desk with Microsoft SCCM using CA IT PAM; (3) Integrated CA Service Desk with SharePoint 2010 to streamline workflows; and (4) Integrated CA IT Asset Management with Incircuit AssetWorks to auto-populate CMDB from Incircuit data and keep assets in sync.

AWARDS AND CERTIFICATIONS

- CMMI-DEV/3 and CMMI-SVC/3 Appraised
- ISO 9001, ISO 20000 & ISO 27001 Certified
- Dun & Bradstreet's "Top Performance Rating"
- Minority Enterprise Council's CEO Award
- CA Technologies Preferred Solution Partner
- Microsoft Certified Solutions Partner



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