Managed Services Overview

Simplify Your IT Management

Keeping your IT environment running smoothly requires constant attention. The push of new technologies and the pull of greater demand means most IT departments are stretched to the limit. Maintaining your IT environment puts a daily strain on time, talent, and money – resources that could be better spent on core business activities and growing your market share. So where should you go when you need help?

The answer is IT People. With world-class people and processes, you can rely on us for your resource-intensive IT operations, from custom application development, to quality assurance and testing, to project management and daily IT management and support. With IT People Managed Services, you can maintain reliable systems that run at peak efficiency while freeing your resources from the daily burden of operational support tasks. This enables your team to stay focused on business-critical goals while reducing IT management costs, improving quality of service and increasing your staff's productivity.

IT People Managed Services

With IT People Managed Services, we take on full responsibility and accountability for the operational tasks we handle while you retain overall visibility and control. The key principles for our managed services are a vendor-neutral approach, on-time delivery, excellent quality and cost-effectiveness. We build long-lasting relationships with our customers by creating a positive, personalized experience every time and by delivering innovative, operationally efficient, high-quality service solutions. Following is a list of the managed services we offer:

Application Development Services

IT People offers custom web and mobile application development and full lifecycle design for a range of platforms, architectures, technologies and devices. Instead of writing code from scratch or expecting an out-of-the-box installation to meet your specific needs, let IT People provide the right solutions for you. With our proven expertise, we'll work with your users to write applications that make the most of your investments. Additional gains include substantial improvements in business flexibility, cost savings and speed to market.

Why IT People?

- We can ramp teams up or down to meet your needs

- We offer more competitive pricing because we have low overhead and high efficiency

- Our approach to customer engagement ensures the best talent mix for expert delivery, high-quality results and cost optimization

- Our global resources accelerate operational cycle, reduce time-to-market and lower costs

- We have unlimited access to talent and scalability

- We are a sole source for managed services, including application development, support and maintenance; portal and intranet services; project management; and QA and testing services

IT People Managed Services

Portal and Intranet Services

Effective organizations are those that provide timely and accurate information to employees and enable knowledge sharing. SharePoint and Liferay technologies can facilitate information and knowledge sharing in organizations using functionality such as enterprise-wide search, document management and internal social networks. By applying these technologies using proven methodologies, understanding of business processes, and collaboration challenges, IT People ensures delivery of required results for each organization it works with.

Quality Assurance and Testing Services

IT People's Quality Assurance and Testing practice offers a comprehensive suite of software testing that spans across consulting, functional, automation, performance and specialized testing. We support both white-box and black-box testing, as well as waterfall and agile methodologies. Our belief is that testing is not one of the phases of a project delivery, but built into every phase and starts at the very beginning of every project. We build quality upfront to reduce test cycles and costs while assuring high-quality delivery.

Next-Generation User Experience Services

At IT People, we focus on helping you create lasting business value by designing and developing user experiences that people love. Our UX experts can define and execute the best user experiences for your applications and ensure consistency across multiple channels and devices. We deliver powerful user experiences for intranet and extranet applications by leveraging a combination of the following techniques:

- Mobile-first web design
- Responsive web design
- Grid-style layouts
- Deeply focused landing pages
- High-contrast interfaces and layered interfaces

Application Maintenance and Support Services

IT People provides managed application maintenance and support at varying levels to meet your exact needs. We manage applications built using a wide variety of technologies. Our services include pro-active monitoring, root-cause analysis, preventative maintenance, service continuity and continuous improvement in the stability and availability of applications. We apply a strong service-delivery methodology that is based on known error databases (KEDBs), cookbooks and standard operating procedures. We meet or exceed Service Level Agreements (SLAs) and Business Level Agreements (BLAs).

Infrastructure Services

IT People can take the hassle out of managing your IT infrastructure. Our Infrastructure Services consist of Remote Infrastructure Management (RIM) and Database Administration (DBA) Services that enable you to offload the maintenance, management and proactive monitoring of critical foundational aspects to us, freeing your team to focus on customer-success-related initiatives.

Project Management Services

IT People has certified project managers with the experience to step in and manage your projects – meeting expectations and delivering quality results. Our skills and track record enable us to offer project management as a service for anyone needing help, whether it's to get a single project completed effectively and efficiently, augment your project management team in general, or simply improve your project management acumen.

For more information about our Managed Services, call 919.806.3535 or email sales@itpeoplecorp.com.

About IT People

IT People is a next-generation IT services and workforce solutions firm. We provide consulting, managed services and staffing to Fortune 500 corporations, public agencies, and small and mid-sized businesses throughout North America. Our specialties include IT modernization, infrastructure and applications optimization, and management. We enable organizations to achieve their business goals by transforming their IT processes, applications and infrastructure using the latest technologies for cloud, big data, mobile and social, and by providing them with exceptional talent when they need supplemental staff.

Our Vision and Mission

We are passionate about co-creating value with our customers and employees by offering IT services through applied thought and innovation with the commitment and integrity to deliver quality solutions on time, every time.

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