



Intelligent Technology Solutions consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services.

Here’s how it works:

Equipment information is loaded into the Intelligent Technology Solutions web site where it is accessible through a secure user name (s) and password (s). Intelligent Technology Solutions imports this data for you.

DESKTOP TO DATA CENTER SOLUTIONS AND SERVICES



1-800-281-8901 support@its-itsm.com



- Business Solutions Services Procurement Technology Partnership Industries Corporate

- SUPPORT SERVICES
Best Practices for Managing Maintenance and Support Contracts
Supported Products
Web Tutorial

GLOBAL IT MAINTENANCE CONTRACT & ASSET TRACKING

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Please Login:
Email
Password
Submit Reset

Forgot your password? Click here.

Intelligent Technology Solutions has established a network of hundreds of manufacturers and authorized 3rd party maintenance organizations who have a proven track record of providing best-in-class service and maintenance. Our job is to utilize service company(s) best suited to meet the needs of our customers. Whether it's multi-vendor hardware and software platforms spread over many locations, or countries, or a single business location - we build and manage the solution.

With Intelligent Technology Solutions you receive:

IT Hardware Maintenance & Asset Tracking

Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.

Tools

- [Service Call Report](#)
- [Contract Center](#)
- [Add Asset](#)
- [Request a Quote](#)
- [Logout](#)
- [Home](#)
- [Change Password](#)

Search:

Location: Amsterdam - 123 Main St. Buffalo - 123 Main St. Chicago - 1 S. Michigan Ave Chicago - 4900 Sears Tower	Service Level: 24x7x4 Onsite 24x7x4 AR- Advanced Replacement 9x5x4 Onsite 9x5xNBD Onsite
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Contract #: 3PM DATA 3PM PRINT OEM	Serial #: 123456 123457 123458 123459 or <input type="text"/>
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Results: 1 - 3 of 3 Page 1 of 1

Request	Location	State	Contact	Contract #	Serial Number	Service Level	Mfg	Model	Details	Term	Unit Price	Tech Support
Request Supplies Place Service Call	Chicago - 1 S. Michigan Ave	IL	John Doe	3PM PRINT	123456	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
Request Supplies Place Service Call	Chicago - 1 S. Michigan Ave	IL	John Doe	3PM PRINT	123457	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
Request Supplies Place Service Call	Jackson - 123 Main St.	MI		3PM PRINT	123458	9x5xNBD	Xerox	8860		09/01/19-08/31/20	\$100.00	888-888-8888

Company info:

ITS Demo
7302 Wooded Valley Drive
Houston, TX 77095

Account Manager
Ray Ahmadi
713-515-6149
rahmadi@its-itsm.com

Here, service calls can be placed by choosing the device by serial number, clicking on the red "Place Service Call" letters. If you need other questions answered, click on the link to your Intelligent Technology Solutions account manager, or give us a call.



Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.



Welcome Demo - July 30, 2015 1:23 pm

Tools	Shipping Information:
Service Call Report	Company Name: ITS Demo
Contract Center	Location Address: 1 S. Michigan Ave
Add Asset	City, State & Zip Code: Chicago, IL
Request a Quote	Site Contact Name: <input type="text"/>
Logout	Site Contact Phone Number: <input type="text"/>
Home	Site Contact Email: <input type="text"/>
Change Password	
	Equipment Information:
	Serial Number: 123456
	Manufacturer: Lexmark
	Model Number: Optra1550
	Description of Problem: <input type="text"/>
	<input type="button" value="Submit Service Call"/>

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Intelligent Technology Solutions then records your service request in the portal to confirmation call placement date, time and work order data.

You will always have an electronic record of the call placement.

The help desk and/or technician will call you back directly. Callback is within one hour of call placement for 24c7c4 hour contracts.



Intelligent Technology Solutions also provides on-line service call history reporting. Sort by site, serial number, model number, or date range. Know when calls were opened and closed, what the problem was, and whether service levels were met.


Welcome Demo - July 30, 2015 1:24 pm

Tools	Search Logs:																																																	
Service Call Report Contract Center Add Asset Request a Quote Logout Home Change Password	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 50%;">Location</th> <th style="width: 50%;">Service Level</th> </tr> </thead> <tbody> <tr> <td>Amsterdam - 123 Main St.</td> <td>24x7x4 Onsite</td> </tr> <tr> <td>Buffalo - 123 Main St.</td> <td>24x7x4 AR- Advanced Replacement</td> </tr> <tr> <td>Chicago - 1 S. Michigan Ave</td> <td>9x5x4 Onsite</td> </tr> <tr> <td>Chicago - 4900 Sears Tower</td> <td>9x5xNBD Onsite</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 50%;">Contract #</th> <th style="width: 50%;">Serial #</th> </tr> </thead> <tbody> <tr> <td>No contract</td> <td>123456</td> </tr> <tr> <td>3PM DATA</td> <td>123457</td> </tr> <tr> <td>3PM PRINT</td> <td>123458</td> </tr> <tr> <td>OEM</td> <td>123459</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 40%;">From</th> <th style="width: 20%;">To</th> <th style="width: 40%;">Status</th> </tr> </thead> <tbody> <tr> <td><input type="text" value="(mm/dd/yyyy)"/></td> <td><input type="text" value="(mm/dd/yyyy)"/></td> <td><input type="text" value=""/></td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Search"/></p>	Location	Service Level	Amsterdam - 123 Main St.	24x7x4 Onsite	Buffalo - 123 Main St.	24x7x4 AR- Advanced Replacement	Chicago - 1 S. Michigan Ave	9x5x4 Onsite	Chicago - 4900 Sears Tower	9x5xNBD Onsite	Contract #	Serial #	No contract	123456	3PM DATA	123457	3PM PRINT	123458	OEM	123459	From	To	Status	<input type="text" value="(mm/dd/yyyy)"/>	<input type="text" value="(mm/dd/yyyy)"/>	<input type="text" value=""/>	<p style="text-align: right;">Next</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 10%;">Ticket</th> <th style="width: 10%;">Date</th> <th style="width: 10%;">Location</th> <th style="width: 10%;">Serial #</th> <th style="width: 10%;">Model #</th> <th style="width: 10%;">Client</th> <th style="width: 10%;">User</th> <th style="width: 10%;">Description</th> <th style="width: 10%;">Tracking #</th> <th style="width: 10%;">Status</th> <th style="width: 10%;">Met SLA</th> </tr> </thead> <tbody> <tr> <td colspan="8" style="text-align: center;"><input type="button" value="Export to CSV"/></td> <td colspan="3" style="text-align: center;"><input type="button" value="Email"/></td> </tr> </tbody> </table>	Ticket	Date	Location	Serial #	Model #	Client	User	Description	Tracking #	Status	Met SLA	<input type="button" value="Export to CSV"/>								<input type="button" value="Email"/>		
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If you need service call escalation assistance, the Intelligent Technology Solutions staff will interface with the service vendor, so you don't have to.



Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

INTELLIGENT TECHNOLOGY SOLUTIONS
IT Service Management Company

Welcome Demo - July 30, 2015 1:24 pm

Tools
[Service Call Report](#)
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[Logout](#)
[Home](#)
[Change Password](#)

From: To:

Notes:

Available Fields		Selected Fields
Contract # Serial # Model # Client Description Status Location Service Level Date Met SLA Sort list	<input type="button" value="Add All"/> <input type="button" value="Add"/> <input type="button" value="Remove"/> <input type="button" value="Remove All"/>	<input type="button" value="Item Up"/> <input type="button" value="Item Down"/>

HTML email Plain email

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You can manage assets *not on contract* with Intelligent Technology Solutions through the Asset Tracking Tool. Intelligent Technology Solutions helps you manage your IT devices, whatever they are, wherever they are.



Welcome Demo - July 30, 2015 1:24 pm

Tools	Add Detail:
Service Call Report	
Contract Center	
Add Asset	This feature enables you to add any corporate asset to the portal free of charge.
Request a Quote	Track assets by location, manufacturer, model, and serial number.
Logout	Simply attach an Excel document with this data and our customer team will load the data for you.
Home	Name: <input type="text"/>
	Company name: <input type="text"/>
	Email: <input type="text"/>
	Phone number: <input type="text"/>
	Attach Document: <input type="button" value="Browse..."/> No file selected.
	<input type="button" value="Submit"/>

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More of the Intelligent Technology Solutions web features can be accessed at www.its-itsm.com including an interactive asset tracker demo. For more information, please give us a call, (800) 281-8901, or dial into our Request-A-Quote web feature.