

# IT Infrastructure Service Delivery

Efficient | Effective | Supported



## A SOLUTION OF YOUR CHOOSING

Altruistic Informatics Consulting (AIC), in partnership with **IDS Systems**, offers managed service options and specific expertise relating to technology and operational assessments, planning and design, business process management and enterprise platform / software moves, and adds and changes to support IT environments for end users.

Due to the complexity and diversity of today's IT environment, we recommend engaging a team of AIC experts, who are current on a wide range of interdependent technologies, on ad hoc basis to resolve periodic projects / issues.

## IMPROVING SERVICE DELIVERY

1. Computer Hardware
2. O/S Platforms
3. Enterprise Software
4. Data Management and Storage
5. Networking / Telecommunications
6. Internet Platforms
7. Support / Processes

## The Altruistic Advantage – People, Process and Technology

At AIC, we deliver business solutions that help better manage information for **people** rather than simply installing new technology. This not-so-subtle difference translates into an emphasis on business outcomes, user experiences and knowledge transfer.

### IT Environment Scans and Plans

- **Assessments:** extensive experience quantifying the human, process and technology capacity of organizations to accommodate requests
- **Business Cases:** adept at documenting value propositions, project outcomes and articulating ROI with respect to diverse initiatives
- **Road Maps:** provide insight into transformation landscapes via a plan of phased milestones
- **Knowledge Transfer:** micro (mLearning) opportunities on mobility platforms ensure staff are informed and potential skills gaps are always addressed

### Service Delivery

- **Technology Excellence:** ensure the IT infrastructure is reliable, available and secure
- **Process Improvement:** implement processes and communications to improve the internal customer service experience
- **Operational Excellence:** help achieve desired performance and efficiency targets
- **Integration:** ensure IT components work seamlessly together behind-the-scenes so end users can efficiently perform core business activities

### Freedom of Choice

- **Managed Services:** cloud or data centre-based solutions, primarily for smaller organizations lacking internal IT skill sets
- **Ad Hoc Assignments:** just-in-time niche expertise to complete a finite assignment
- **Staff Augmentation:** provide temporary resources to accommodate demands of a transformational initiative



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## WE PROVIDE...

### CUSTOM SOLUTIONS

We will always propose the “best fit” solution rather than propose proprietary vendor solutions that may not be in your best interests.

### SECURITY

We engage only certified IT security professionals to conduct threat, vulnerability and risk assessments and implement security and monitoring technologies pertaining to access, defence and redundancy / recovery.

### IT SERVICE MANAGEMENT

With more than 15 years of experience delivering ITIL best practices to the federal government, we know how to effectively implement service delivery processes in the National Capital Region.

### KNOWLEDGE DOUBLING

We are able to offer advanced storage solutions to accommodate increasing collaboration, open government and the “paperless” phenomena of digital transformation.

### PLANNING / RECOVERY

We offer the highest quality senior and up-and-coming consultants to ensure your organization is able to continue functioning in the event of a disruption.

### INTEGRATION

Our team approach ensures your organization can adjust quickly to new and diverse demands of interconnectivity of devices, systems etc.