



IT Strategy & Management

We bring a new dimension to your computer systems.

ITSM brings advanced business consulting and corporate systems experience to organizations of any size. We help you assess your needs, envision solutions, and achieve success in all phases of information technology improvement.

- Tactical problemsolving
- Business needs assessment
- Technology evaluation & selection
- Project Management
- Long-range planning

“We’ve outgrown our systems.”

When the database crashes monthly; when people are blaming poor service on the computer; when you lose business because you can’t track orders, technology is working against you. There are proven, low-cost ways to bring your processes and systems up to date, and we work with you to select, implement, and roll them out.

“Our in-house people need direction.”

The people who provide your day-to-day technical support may be overwhelmed by conflicting priorities and a lack of big-picture thinking. ITSM provides leadership to plan and deliver critical business improvement projects, plus the creative vision to mold a unified technology strategy. You can have the advantages of a senior IT executive on a part-time basis, or full-time for a key project.

“How do we get this project done?”

Because of our deep background in corporate consulting and large-scale implementations, ITSM knows the methods that succeed. You don’t have to adopt a “corporate” approach, but you will benefit from our experience. We’ll put together a realistic plan, help you manage risks, and keep the effort moving to completion.

INDUSTRY EXPERIENCE

Manufacturing - Discrete, batch, process

Consumer products

Life sciences

Distribution & Logistics

Nonprofit institutions

High-tech electronics

Customer call centers

Financial services

Healthcare management

TYPICAL PROJECTS (partial list)

Business/Technology Plans

IT Cost Management

Application Software Selection

Database Migrations

E-Commerce Implementations

Software/Process Implementations

IT Organization Development

Jordan Schell-Lambert, Principal Consultant, is a seasoned, innovative IT leader with twenty-five years of experience applying information technology to improve and grow businesses and nonprofit organizations. Jordan has balanced consulting expertise (Andersen Consulting, Unisys) with many successful projects as a corporate IT director. He draws on extensive industry relationships to bring other resources to ITSM projects.

Jordan holds a Masters in Operations Research & Industrial Engineering from Cornell University. His teams conceive and implement systems that make business run better, with emphasis on integrating customer service systems, financials, Enterprise Resource Planning, supply chain management, and electronic commerce.

FREE Systems Review...call 802-733-7424



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