

INTASOFT

The Proof



"I have dealt with many software houses in the past and I have never been more impressed with the support on offer than I am with Intasoft. Even before purchase the support of the evaluation product was excellent. Support is carried out by developers and in my experience they are able to solve 90% of my queries within the day. What is also unique about the support is that, because administrators can write their own functions to provide specific functionality, a lot of what is being asked for is business specific and the support team seem to relish tackling new problems."

George Martin, Configuration and Change Manager, Serco

"It's the personal touch that makes Intasoft that little bit better to deal with. The customer has the opportunity to develop ongoing working relationships with Intasoft people, and benefit from the individual communication that brings. The people at Intasoft really do believe in their product, and this comes across in an almost tangible zeal."

Steve Nightingale

"I think of Intasoft as a company that listens to its customers and provides the very best customer service...and I can honestly say that the technical support service is the best that I have come across."

Bal Brrang, Avery Weigh-Tronix

"So far, Intasoft has answered every question we've had in a timely manner and been there for us. As we learn more about the tool, the possibilities seem endless. Finally, in **AllChange**, we have a multipurpose tool that adapts to our processes instead of us adapting to it. I look forward to a long relationship with Intasoft."

David LeBrun, Attorneys Title Insurance Fund



The Company

Intasoft was established in 1986, by two developers, who needed a solution for the support and management of their own development work. The configuration management tool they created - *SMS* - was the first, sensibly priced GUI/PC based Version Control system, to incorporate all development and change management tools in a single integrated system. Further refinement led to the launch of their premier product *AllChange* - as strong, effective software configuration management proved increasingly to be a vital factor in business success.

Pioneering Change Management

A solution that was then almost 'ahead of its time' is now a fundamental requirement for business and industry of all sizes. Change is what drives organizations forward and managing that change process requires that CM techniques are equally applicable to the development, maintenance and support of hardware, documentation, information systems, commercial software products and embedded applications.

Intasoft has been at the forefront of pioneering Change and Configuration Management across a diverse range of industry sectors. The products have undergone continuous development to cope with the increasing demands of modern business and the relentless pace of change.

Intasoft's CM products and services embrace 4 key concepts:

- To provide integrated solutions for all aspects of CM
- To provide flexible solutions that complement current working practices
- To provide quality CM solutions, cost-effectively
- To provide customers with the highest quality consultancy, training and support services

For more information on how we can help you manage change visit www.intasoft.net

Use our Experience:

To help you implement the processes that suit your organization. Our consultants have many years of experience implementing configuration management solutions in different organizations and

The Service

In today's fast moving competitive world, business and industry must truly embrace the concept of change, placing it at the heart of the organization. More and more, therefore, managing the process of change with an integrated and sophisticated **change management tool** is a crucial, long-term investment. Due to the pace and complexity of change, that investment will benefit greatly from a true partnership between the organization and its CM supplier. Real CM specialization and expertise, combined with a commitment to customer service excellence, will literally make the difference between success and failure.

Implementing a Change and Configuration Management system can seem like a daunting task the specific processes that will work for *you* need to be identified and implemented. **Intasoft** can help you make these decisions, design the processes and guide you through their implementation. Our years of experience, working with customers across a diverse range of industry sectors, on a variety of projects, helps us to help you. **Change is, after all, our business!**

We can help with:

- Project Scoping
- Requirements Definition
- Process Determination
- Tool Evaluation
- Project Planning
- Post Implementation Reviews

For more information on how we can help you visit www.intasoft.net



Use our Knowledge:

To help you develop and disseminate understanding of your processes throughout your organization.

Outstanding Customer Service

Intasoff's outstanding customer service includes:

- Expert technical support from Intasoff's own Developers and CM Consultants
- Comprehensive service contracts
- Licensing options
- Interactive web site
- User Group conference, newsletters, networking
- On-line help & user manuals
- On and off-site training
- Consultancy services

Technical Support:

Intasoff has both the expertise and commitment to provide an unrivalled level of technical support. It has been described as "*the best we've ever experienced*" by their customers.

The technical support specialists endeavor to respond to all enquiries and issues within 1 hour. Their response is in-depth and tailored to the specific working environment of their customers - this can only be achieved from true experts. Moreover, the service is free at point of delivery.

Consultancy:

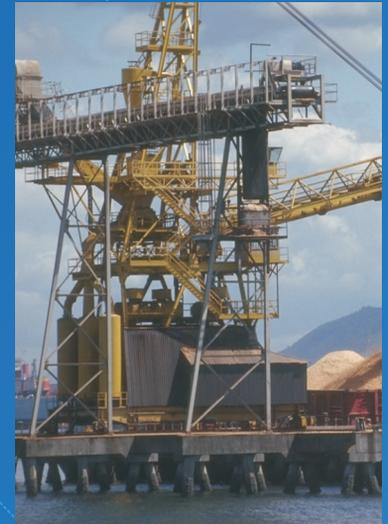
Intasoff's consultants will advise on all aspects of CM, generically. Their informed, objective advice has helped many organizations introduce and sustain change management successfully.

They are CM experts with working, practical industry application knowledge. Consultancy services are tailor-made to individual, specific needs.

Training:

Intasoff run on and off-site training courses in all aspects of CM. They cater for everyone involved in the process of change management, from absolute beginners through to very experienced developers.

Again, they can be tailor-made for individual requirements - to incorporate specific processes and procedures.



Use our Products:

Developed in partnership with our clients, we specialize in the configuration management support tools that you need. Bring reassurance and confidence to your organization by using an application that will grow and change as your business changes.

The Business Benefits

Change is what drives organizations forward, but without some control it can become chaotic. Change should be a corporate resource with everyone throughout the organization being able to contribute easily and positively to the change process. If the process isn't manageable, it will be a roadblock to that organization being able to compete effectively in its market-place.

Intasoff's pioneering CM tools enable change to be managed and implemented efficiently within a controlled environment. The important business benefits which result help to give organizations a competitive advantage, including:

- All stakeholders can contribute to the change process
- A true globalization capability
- Effective Information Management
- The ability to adapt and respond speedily to changing market conditions
- Quality accreditations, such as ISO9001:2000
- Maximization and deployment of resources
- Cost saving's as a result of greater capability and efficiency

The ability to successfully manage change is crucial to all business and industry types. Intasoff's customers span such sectors as:

Telecommunications including BT Northern Ireland, GrameenPhone Ltd

Higher Education including Open University, University College London, University College Dublin

Finance including Butterfield Bank (Cayman) Ltd, Engage Mutual Assurance, Lloyds TSB Wealth Management, Provident Financial Management Services

Science & Engineering including British Nuclear Group, Systems Engineering and Assessment, Zetek Systems

Defence including Augusta Westland, Cubic Defense Applications, Defence Procurement Agency for the MOD, Raytheon Systems, Australian Defence Organisation

Aerospace including Martin-Baker Aircraft, NAV Canada, Northern Airborne Technologies, Penny & Giles Aerospace, Raytheon Systems

IT including Computer Sciences Corporation, Fujitsu Services, Logica CMG, Unysis

Intasoff's premier product, **AllChange**, is also used internationally in training courses by IT training specialists, Learning Tree International - www.learningtree.co.uk

For more information on how we can benefit your business visit www.intasoff.net

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