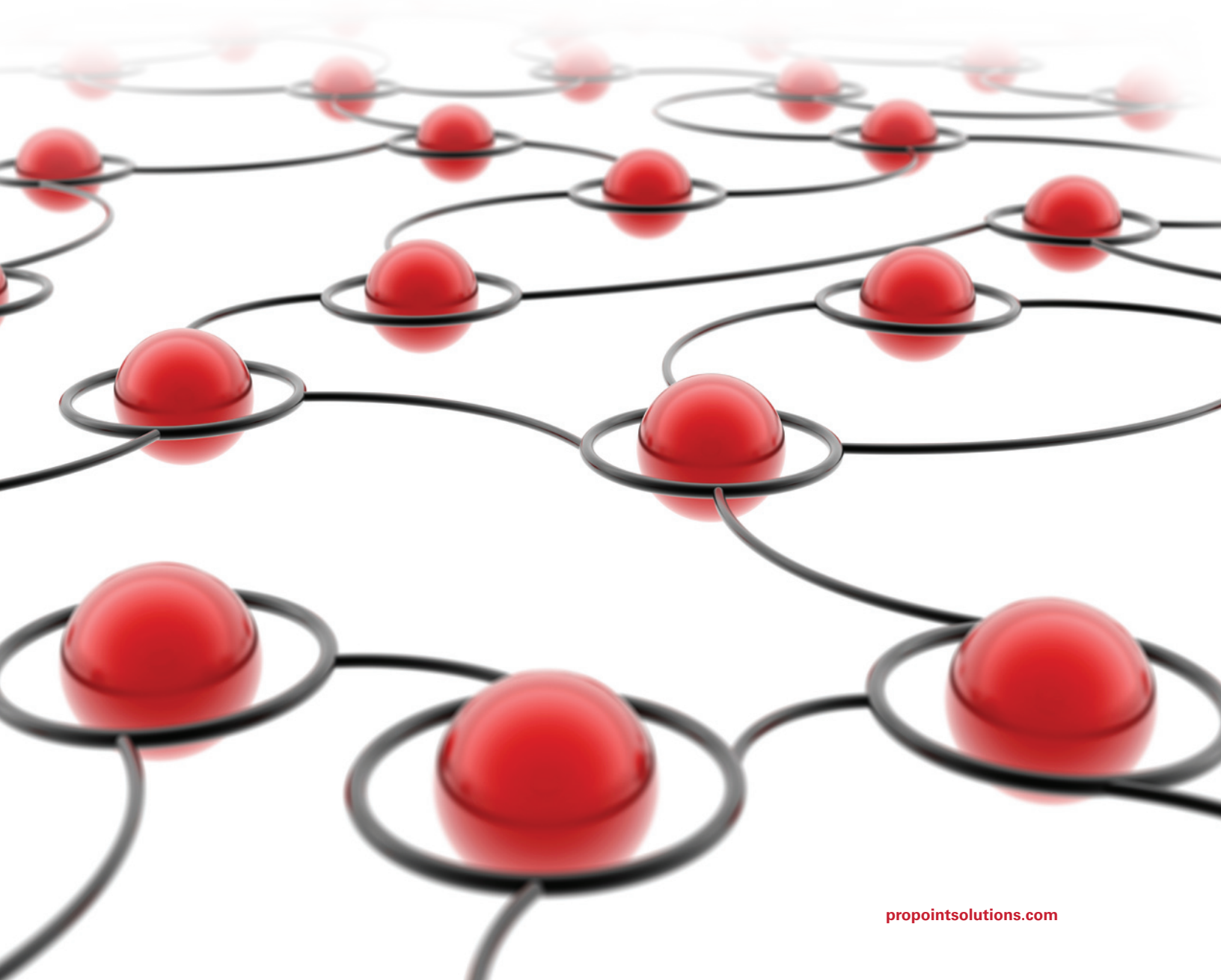




- › ITIL® Training and Certification
- › ITIL® Process Maturity Assessment
- › ITIL® Process Consulting
- › IT Management Staff Augmentation



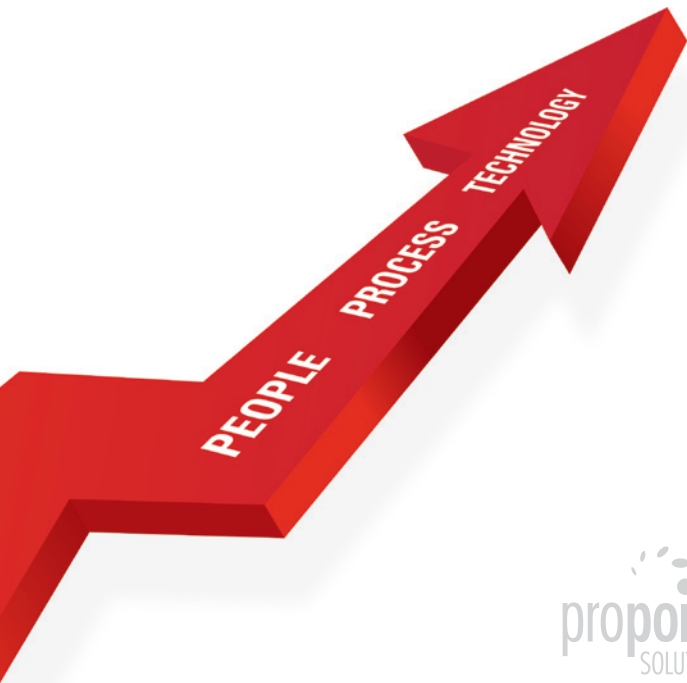
## No Junior Trainers or Consultants Here › Introducing:

Propoint Solutions is a team of seasoned, experienced and Certified ITIL Experts, focused on delivering excellence in IT Service Management, Training, Certification and Consulting. Incorporated in 2004, we received the internationally recognized EXIN accreditation as an ITIL Training Provider in 2005. Since then, we've built our business from the ground up through relationships and referrals. Our services are hands-on and customer-specific, and our Rapid Response Team is available according to your schedule, not ours.

Our team members hold numerous industry certifications and are Certified ITIL Experts with extensive industry experience in leading IT and service organizations. Additionally, Propoint consultants are recognized industry experts, authoring and presenting numerous ITIL-related papers, and speaking at conferences around the world.

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***Elevating IT service excellence through people, process, and technology.***



### **Jim Bolton**

*ITIL v2 Manager, v3 Expert*

With over a decade of experience in architecting and delivering IT Service Management Solutions, our founder and president is an expert at diagnosing and solving complex organizational, process and technical challenges. Jim's focus on the individual needs of each client ensures that Service Level Agreements are aligned to your business drivers, including security, uptime, performance optimization and revenue maximization. Jim is a Service Management Consultant, ITIL trainer, author and well-known speaker.



### **Buff Scott**

*ITIL v2 Manager, v3 Expert, CISA*

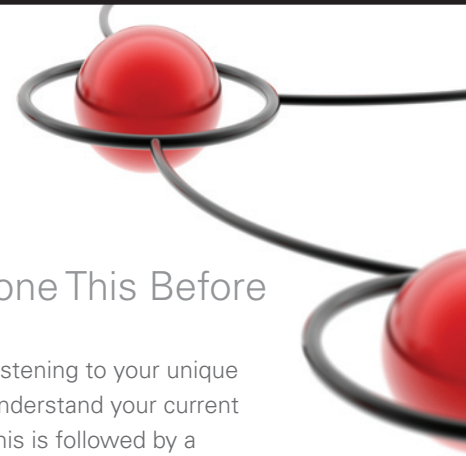
Buff has over 30 years of IT experience, ranging from technical programmer to IT Assistant VP of a large Fortune 500 company. Among his many accomplishments, Buff established a program for Business and IT process re-engineering, and acted as internal IT consultant for Sarbanes-Oxley 404 teams in six states. A versatile leader with years of executive management experience that includes leading technical, operational, process, and compliance groups. Buff is an accredited ITIL trainer and has presented at numerous local and national IT conferences and forums.



### **Mark Shell**

*ITIL v2 Manager, v3 Expert*

Over the past 25 years, Mark has developed and managed service and support solutions at several high tech companies. Working with IT and customer service organizations all over the world, Mark has helped implement customer-focused processes designed to maximize customer and employee satisfaction. In addition to performing Process Maturity Assessments, conducting ITIL training and coaching clients through the ITIL implementation process, Mark also serves as coach for HDI's ITIL Implementation Forum, and is a speaker and author on IT Service Management topics.



## The Propoint Advantage™ › Don't Worry, We've Done This Before

Our team of seasoned, experienced and Certified ITIL Experts and consultants believes that people, process and technology must all come together to achieve your IT business objectives. ITIL is an excellent resource for bringing this to fruition and once adopted, it enables everyone in your organization to speak a common language, streamlining internal processes while maximizing customer and employee satisfaction.

The proprietary Propoint Advantage methodology follows a proven, systematic and balanced approach to implementing ITIL through staff training and optimization of tools that deliver measurable and sustainable performance improvement.

Our Certified ITIL Experts start by listening to your unique business needs in order to better understand your current situation and specific pain points. This is followed by a Process Maturity Assessment which determines the level of maturity for each ITIL process. Based on this analysis, we identify the gaps between your objectives and the reality of your current situation.

Next, we create a prioritized road map to help you achieve those short and long-term IT Service Management objectives best-suited to your culture and organization. Finally, we offer Experience-Based Guidance to assist you every step of the way, resulting in improved quality of services and lower costs of IT operations.

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## Our Services › Hands-on + Process-specific

### **ITIL Certification & Training**

Our interactive, instructor-led courses are designed to actively engage students with lively discussion, expert lectures based on real-world experience, and interactive case studies. Our primary goal is to prepare our students to pass the ITIL Certification exam; however just as importantly, we want you to return to your company prepared to make concrete contributions to improving your IT Service Management capabilities.

### **IT Process Consulting**

We provide Experience-Based leadership and professional consulting resources to help you achieve your IT service improvement and business objectives. Our balanced Propoint Advantage approach and Experience-Based Guidance give your team the confidence to move forward swiftly, eliminating guesswork and costly delays as you implement ITIL Best Practices in your organization.

### **IT Process Maturity Assessments**

Our Certified ITIL Experts will perform a thorough on-site assessment of your current IT processes and practices. We start by working with you to identify key representatives whom we interview on site during the assessment to determine the

level of maturity for each process. At the completion of the assessment, we deliver a detailed assessment report to your senior leadership, with specific, structured guidance on how to implement our recommendations.

### **IT Management Staff Augmentation**

Many organizations have a need to supplement their existing IT management team with experienced professionals - whether on a one-time, occasional, or ongoing basis. We can augment your staff with individuals who possess the key managerial skills needed to manage a given technology or operational unit, project or initiative.

### **Hands-on, Process-specific Workshops**

Our customer-specific, hands-on workshops are tailored to offer an alternative for organizations that do not require certification, but need that extra push to start moving forward. In three, four or five-day formats, our Certified ITIL Experts will lead your team through a series of training sessions and hands-on exercises that produce process documents, project schedules and other deliverables. Our goal is to train your team in the Propoint Advantage methodology to ensure your success and accelerate your team toward achieving the benefits of ITIL Best Practices.

## Experience, Experience, Experience › Customers + Partners

Propoint consultants serve as trusted advisors to CIOs and leadership for numerous small and middle-market IT organizations. Our clients range from Fortune 500 corporations to IT shops with less than 10 employees. Innovative ITIL courses delivered by expert training staff, CMM-based Process Maturity Assessments, deep industry expertise, personalized service and the highest standards of integrity ensure every client is a reference account, and every Service Management program is a success.

### **Government** **[State and Federal]**

Air and Space Operations  
Department of Human Services  
Department of Transportation  
Lockheed Martin  
National Guard  
State of Oregon  
US Army Reserves  
US Coast Guard  
US Navy

### **[City and County]**

City of Avondale  
City of Fort Collins  
City of Goodyear  
City of Greenwood Village  
City of Phoenix  
Douglas County

Jefferson County  
Larimer County  
Routt County  
Summit County

### **Health Care IT**

Catholic Health Initiatives  
Children's Medical Center  
Children's Hospital  
Duke University Health System  
Mercy Medical Center  
Presbyterian Healthcare Services  
St. Johns  
St. Joseph  
Sun Healthcare  
The TriZetto Group

### **Higher Education**

Duke University  
Nevada System of Higher Education  
University of New Mexico  
University of Utah  
Utah Education Network

### **And Many Others**

Accenture  
Avaya  
Booz Allen Hamilton  
Cable Labs  
Cherwell Software  
Cincinnati Bell  
Colorado Springs Utilities  
DataFlow Alaska  
EXIN  
Focus on the Family  
FrontRange Solutions  
GE

Greenlight Group  
Help Desk Institute  
Hewlett Packard  
IBM  
INX  
Kemtah  
LifeLock  
Longaberger  
Microsoft  
Mincom  
PacifiCorp  
PetSmart  
Qwest Communications  
Sprint  
Sports Authority  
State Farm Insurance  
Sun Microsystems  
SunGard  
VeriSign  
The Weitz Company  
WilmerHale  
Zions Bancorporation

## You Pick the Day, We Schedule the Flight › Rapid Response

Everyone at Propoint Solutions is committed to providing Experience-Based leadership and professional services to accelerate your business objectives. A perfect example of this commitment is our Rapid Response Team. Staffed by ITIL Expert level consultants, the Rapid Response Team is ready to travel at a moment's notice, delivering expert training and consulting services to your company's IT department on your schedule, not ours. Since our team members are experts in their respective fields, they'll hit the ground running, and

will get your personnel up-to-speed and your processes ITIL compliant in record time. No matter what you need – training, certification, process consulting, staff augmentation, process maturity assessments and more – we can help. And we can help right away.

### **Call or Visit Us Online**

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