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# Professional Support Services

Providing global technology support services

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Bridging the demand-supply gap to provide a competitive edge through our innovative approach of providing technology support services.

In today's competitive and dynamic world, there is an increasing drive to reduce costs and improve operational efficiencies through technological innovation. This translates into an increase in IT projects for which companies struggle to hire, train and retain the correct mix of personnel in their IT groups.

At IGT, we understand the challenges of sourcing skilled resources and their impact on mission-critical project delivery. As a leading IT service provider, IGT helps its clients provide appropriate resources across diverse technology platforms deployed in different industries. We believe in building long-lasting relationships with our customers and employees to deliver quality services.



## AREAS WE COVER

- Mainframe Programming
- Enterprise System Analysis and Integration
- Business Analysis
- Software Development and Engineering
- Application Development and Maintenance
- Database Design, Development and Administration
- Network Engineering and Administration
- Help Desk and Technical Support
- IT Health
- Project Management
- Technical Support
- Quality Assurance & Testing
- Technical Writing
- System Analysis

## BUSINESS BENEFITS

### Reduction in cost

Minimizing recruitment costs and overruns accruing out of high attrition rates

### Flexibility

Provides ability to ramp-up and ramp down quickly to meet changing conditions

### Enhanced efficiency

Increased ROI through faster project execution

### Centralization

Retention of control in-house

### Specialist expertise

Efficient option to bring in new skills and experiences into project team

### Optimization

Right skilled, right-fit resources for specific and time-bound jobs

### Techno domain Expertise

Match skill to domain expertise to balance performance with future growth

Technology specialists  
available worldwide across  
various industries

## Why IGT Solutions?

- Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.
- In-house team of Talent Acquisition Specialist who understand domain requirements
- Effective management of fluctuating skill needs, skills gaps and changing staffing needs through tools like iShare & Taleo
- Global coverage with over 30 locations spanning North America, Europe, IMEA and APAC

### **IGT Solutions Pvt. Ltd.**

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