

Service Offerings

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- Modern 311 Solutions
- Enterprise Case Management
- ServiceNow Implementation and Architecture Services
- Cloud Migration and Assessment as-a-Service
- Single Point of Contact Service Desk Support
- Application Development
- Installations/ Moves/ Adds/ Changes (IMAC)
- Special Services for Schools
- Performance Dashboards
- Additional Services

At Titan Technologies, we design, build, integrate and manage innovative solutions and software applications for maximum impact. We have built a reputation for delivering sophisticated, multidimensional solutions and future-leaning results in Data Analytics, Systems Modernization, Workflow Automation, Next-Gen Networking, and Cloud Services. We have a 20-year heritage of providing Enterprise IT services and solutions to State, Local, Educational and Federal entities.

Modern 311 Solutions

Provide a 311 experience that your citizens expect and deserve using the latest technology. Our modern cloud based 311 solution will allow you to serve your citizens with ubiquitous access via web, mobile, tablets and devices. Our solution will allow you to retire and/or consolidate old legacy systems and associated costs while providing a single pane of glass to increase staff efficiency. Our solution provides smarter analytics and automation which provide actionable information that will allow you to serve citizens better and faster. Benefits of Next Generation 311 - Sensor Enabled (IoT), Auto-Assignment of Field Services based on Priority, Self Healing Systems, Fully Mobile Enabled, Live & Automated Agents, AI driven Knowledge Base, Data Analytics, Individualized citizen issue resolution & follow-up, and integration with Internet Phone Systems/VoIP.

Enterprise Case Management

Our configurable COTS platform includes powerful case management capabilities for legal, claims, contracts, education, inmate work flows, and health and human behavioral services case work. Our secure solution offers document management, workflow management, data tracking, ad-hoc reporting out of the box, search capabilities and alerts. This solution can be customized and configured in order to streamline the creation, processing and reporting of any work flow. Available from the cloud or on-premise installations, with its open architecture and extensive Application Programming Integration (API) environment, our platform can exchange data in any format with virtually any third-party application.

ServiceNow Implementation and Architecture Services

As a certified ServiceNow public-sector technology partner, our ServiceNow implementation experts can help your organization automate workflows, optimize current architectures, provide real-time visibility, improve IT productivity and channel operational investments to reduce and consolidate redundant and disparate systems while introducing transformative and lasting innovation.





Cloud Migration and Assessment-as-a-Service

Titan, partnering with both Amazon Web Services and Microsoft, has the capability and expertise to serve as your cloud-first strategic resource. Our certified cloud engineers and business consultants can perform a comprehensive assessment of your current inventory and provide specific recommendations for each application and service currently running in AST or on-premise.

Single Point-of-Contact Service Desk Support

Titan's world-class service desk is all about the user experience. Calls are answered by highly trained staff with an emphasis on courteously resolving all questions and issues on first contact without the need for transfers, call-backs or dispatching field technicians. The exceptionally high level of first-call resolution maximizes the productivity of your workforce, reduces costs, and produces a high level of customer satisfaction. The service desk supports traditional PCs, laptops, tablets, and smart phones.

The services are based on agreed upon service level metrics delivered at a fixed price. Rapid adjustments in staffing to handle increases or decreases in your organization's needs are easily accommodated.

Custom Application Development

Titan develops user-centric applications for our Federal, and State & Local government customers that combine highly intuitive user interfaces with robust back-end technologies, enabling agencies to better achieve their goals and better serve their citizens. Titan's software development team has experience with a broad range of programming languages and development platforms.

Installations/Moves/Add/Changes (IMAC)

Services include installation of new equipment, relocation of currently installed systems, and system hardware and software modifications.

Additional Services Available

- After-hours or 24x7 Service Desk Support
- Network and Server management and monitoring Services
- Infrastructure Security Services
- Web Administration Services



Special Services to Schools

Titan can provide support for student computing initiatives through which technology devices are provided to students for their personal use.



Performance Dashboards

Titan provides Internet accessible business intelligence dashboards that enable customers to view their performance data and trending metrics at any time.

Contact Titan Technologies today to see how partnering with us can help your organization succeed:

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