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ENTERPRISE INTEGRATION

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Enterprise Integration Awarded IT Managed Services Contract by Covanta

Jacksonville, Fla. May 30th 2017 – Enterprise Integration (EI), an onshore IT MSP powered by digital robotics, announced it has been awarded a five-year IT managed services contract by Covanta, a world leader in sustainable waste and energy solutions based in New Jersey.

This strategic relationship includes all facets and expertise of EI including, but not limited to, Integrated Service Desk, Operations Control, Engineering, Network Management, Cloud Integration, Enterprise Architecture, Next-generation IT Asset Management (ITAM), IT Service Management (ITSM), Endpoint Refresh and Enterprise Security. Additionally, Covanta will adopt EI's entire suite of tools, people and processes devoted to digital robotics and advanced automation.

President & CEO of Enterprise Integration, Michael E. Locher stated, "Covanta, not unlike EI, is a visionary company that is a market leader in its space. EI has developed next-generation automation and digital robotics that changes the economic model of IT operations. We historically solve over 80% of all incidents via digital robotics and our domestic service center handles the overflow with a level of customer experience not achieved in an offshore model. The "lowest labor cost country" is not incented to maximize productivity, improve customer experience, and develop next practice technology that proactively resolves issues within the holistic IT supply chain. We are doing this better than any company on a global basis."

"Continuous improvement is a key component of the Covanta culture," said Chris Eagle, Chief Information Officer of Covanta. "EI's support model, complemented by their digital robotics capabilities, gives us the information we need to make data-driven decisions to ensure the continuous improvement of our IT systems."

About Enterprise Integration:

Enterprise Integration (EI), headquartered in Jacksonville, FL, is an onshore managed services provider that is changing the economic model of IT through automation and digital robotics. EI offers proactive IT monitoring and management, managed outsourcing, security solutions and ITIL consulting. By focusing on innovative technologies that prevent IT problems, EI allows companies to focus on their core business goals. EI employs the industry's most experienced people who are further empowered by best practice methodologies and best of breed tools. To learn more, visit www.entint.com, or connect on [Twitter](#), [Facebook](#) or [LinkedIn](#).