



June 1, 2018

The Honorable Rick Snyder
Governor
P.O. Box 30013
Lansing, MI 48909

Dear Governor Snyder,

On behalf of ITS Partners, I would like to express our appreciation for the workforce development services provided by West Michigan Works! ITS Partners is a 30 year old firm that has a personality of a 5 year old technology startup. We are an established Symantec, ServiceNow and Microsoft partner specializing in the delivery of license procurement, design, training, implementation and ongoing support for some of the industry's best solutions. Leading product and service offerings include Symantec Altiris and mobility management, Symantec Security solutions, Microsoft System Center, ServiceNow IT Service Management, IT Process Automation, IT Asset Management. ITS has developed specialized expertise around helping key IT Management functions become more productive so they can meet the high expectations of both end users and business leaders. We call it Productive IT Management.

I connected with West Michigan Works! because I needed assistance with training for our Associates Engineering Program, as well as for continual certification advancement and training throughout the company. West Michigan Works! helped me reach my goal of hiring 6 new associates who are thriving within our organization as well as covered half the cost of a training course for an experienced engineer.

My company has benefited by working with West Michigan Works! because as an IT company we constantly need to be learning and growing our skills, so receiving the financial assistance has helped us be able to invest even more into our employees.

Sincerely,

Jenna Bragenzer
People Services Generalist
877-258-4747