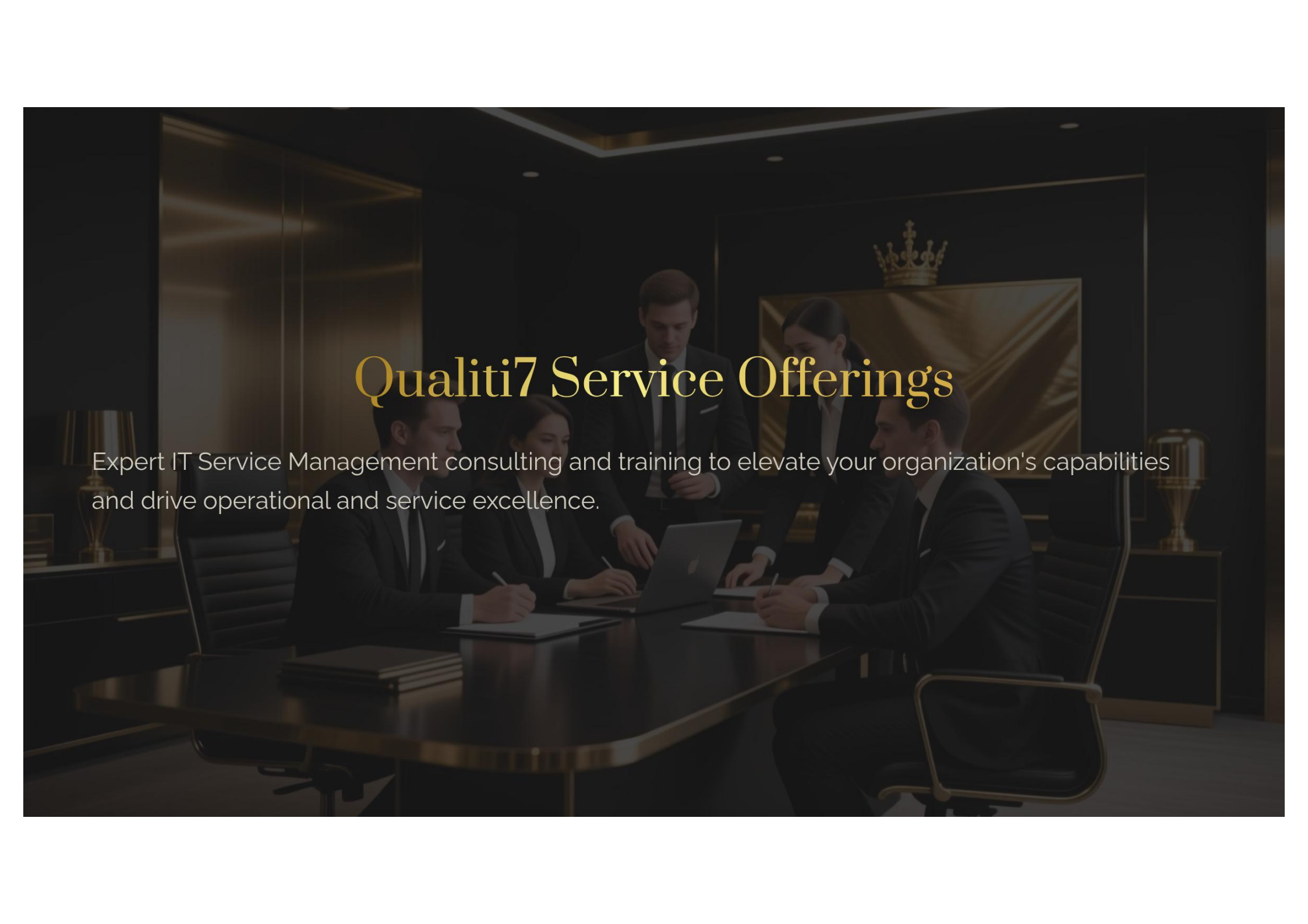




Qualiti7 Service Offerings

Expert IT Service Management consulting and training to elevate your organization's capabilities and drive operational and service excellence.

Who is Qualiti7?

Qualiti7, a cooperative network of experts in IT management, **specializes in industry best practices**. With our unique synergy, we constantly improve our knowledge, keeping our expertise current and continually improve our services.

For each of our interventions, **quality is a priority**. We favor **sustained learning** and **promote autonomy** for our customers. Our intervention tools, training and facilitation are also constantly evolving. Finally, we possess a deep understanding of technology solutions without being hinged in any way to suppliers. This is essential for us, as it allows us to make and recommend informed and unbiased choices.

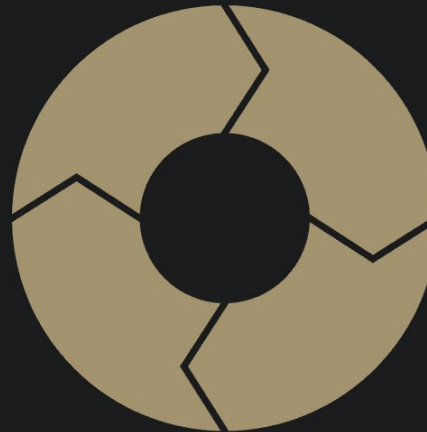


Industry Expertise

Deep knowledge of IT management best practices

Vendor Independence

Impartial recommendations focused on your needs



Collaborative Network

Synergy of experts constantly sharing insights

Client Autonomy

Empowering organizations for long-term success

Our Customer Footprint

Qualiti7's expertise extends across a diverse range of sectors, enabling organizations to achieve operational excellence and strategic IT alignment. We pride ourselves on building strong, long-lasting partnerships by understanding the unique challenges and opportunities within each industry.



Universities

We assist academic institutions in optimizing their IT infrastructure, supporting digital learning environments, and securing sensitive research data to enhance educational outcomes and administrative efficiency.



Energy Companies

We empower energy sector clients with resilient IT strategies for operational technology integration, data analytics, and robust cybersecurity, ensuring uninterrupted, secure energy delivery and regulatory compliance.



Health Organizations

Our expertise helps healthcare providers implement secure, compliant, and efficient IT systems for patient data management, telehealth services, and critical operational support, directly impacting patient care quality.



Federal & Provincial IT Agencies

We partner with government agencies to deliver secure, scalable, and compliant IT solutions, facilitating digital transformation and improving public service delivery. We are an exclusive training provider for one of the biggest governmental IT services departments in Canada.

This broad engagement highlights our adaptability and deep understanding of varied organizational needs, always prioritizing quality and client autonomy.

Training Services

- Certified ITIL® Version 5 Trainers (With ITIL Master Designation)
- Specific and specialized ITIL® Version 5 Workshops and Webinars
- Prince 2 and Prince 2 Agile certifications
- DevOps and DevSecOps different knowledge areas and certifications
- Customized IT Governance and Service Management workshops and educational sessions



**ACCREDITED
TRAINING ORGANIZATION**

Silver

2026



ITIL® Version 5 Training Services

Qualiti7 delivers comprehensive ITIL® Version 5 training solutions designed to build expertise and drive certification success across your organization. Our **bilingual** training programs combine theory with practical application to ensure lasting knowledge transfer, with one of the best passing rates in the market



Public Training Calendar

Complete and unique public training schedule available at **www.qualiti7.com**



Private Training

Customized ITIL® Version 5 training offerings tailored to your organization's specific needs

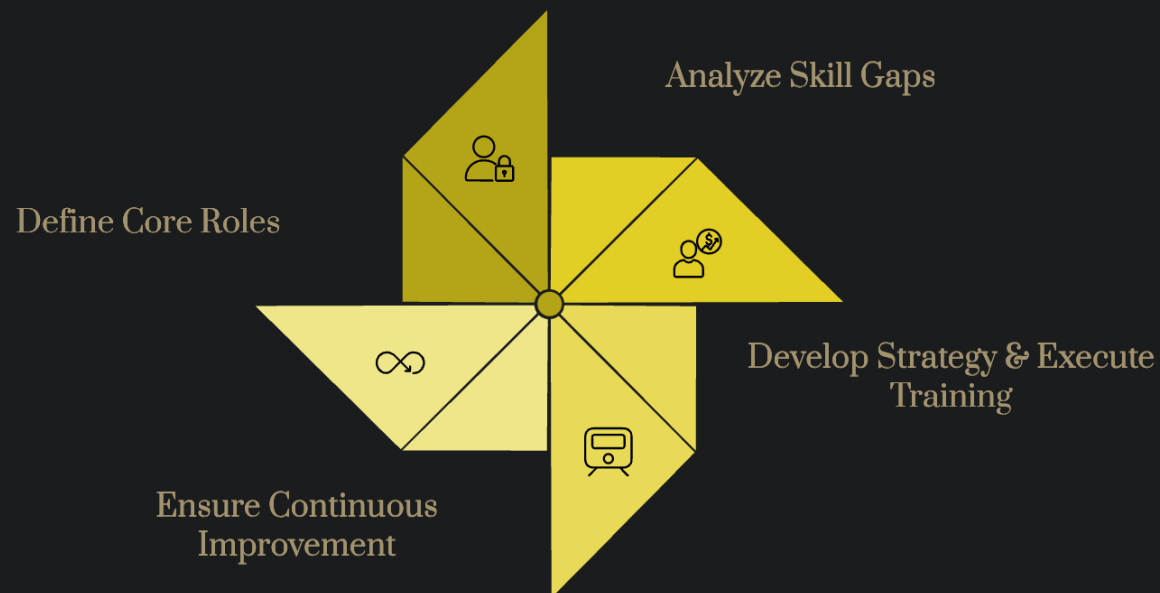


Certified Materials

Bilingual ITIL® training materials and Master certified trainers for Foundation, Strategic, Managing Professional and Practice Manager levels

Skillset Development Program

Qualiti7 offers a comprehensive Skillset Development Service to enhance your human capital. We define, analyze, plan, and execute strategies, ensuring your team has the precise skills for optimal operational and management outcomes. This process is built on continuous improvement, fostering long-term growth and adaptability.



Our approach treats skillset development as an ongoing process, adapting to evolving industry standards and organizational needs. We empower your workforce for excellence and sustainable success through continuous individual and collective capability enhancement.

Comprehensive ITSM Solutions: Driving Your Digital Future

We offer a full suite of IT Service Management (ITSM) solutions designed to optimize your operations, enhance efficiency, and accelerate your digital transformation journey.



Strategic IT Transformation

Go beyond simply implementing new technology!

Our strategic approach focuses on re-engineering your IT processes to drive efficiency, improve service delivery, and **achieve measurable business outcomes**.

We utilize our proven methodology—adopted from frameworks including ITIL, DevOps, and Lean—and adapt it to your unique needs.



ITSM Program Management

Your IT organization needs a clear and managed path to excellence!

We provide the structure to turn your short and mid-term initiatives into a cohesive, long-term strategy. We help you establish the framework to:

1. **Direct, Identify, and Prioritize**
2. **Manage, Monitor, and Govern**
3. **Integrate Holistically**



ITSM Process and Practice health check

Before you can improve, you need to know where you stand!

We provides an in-depth, expert analysis of your IT service management practices. We perform a comprehensive diagnosis of your processes, their use, and their alignment with technology to:

1. **Benchmark Your Maturity**
2. **Identify Strengths and Gaps**
3. **Provide a Roadmap**



Continual Service Improvement in a Box (CSI-as)

Your IT transformation or service excellence journey shouldn't lose steam.

Our **CSI Momentum** service provides the dedicated expertise to ensure your service improvements are sustained and your gains are realized.

We assign a senior consultant to work with your practice, product, and service owners—as well as IT senior leadership—for a defined number of days each month to:

Champion Your CSI Register

Maintain Momentum

Provide Ongoing Guidance

The Quali7 Toolbox

With our expertise, our practices and the experience of our network, we have developed effective tools which have proven themselves repeatedly. These comprehensive resources accelerate implementation and ensure consistent, high-quality outcomes.



Diagnosis

Comprehensive evaluation framework

- Evaluation questionnaires for each process
- Level of process maturity assessment
- SWOT grid analysis
- Recommendation report
- Action plan development



ITSM Solution Selection

Structured selection methodology

- Questionnaire with evaluation criteria
- Supplier response grids
- Software evaluation report



Proven Effectiveness

Our toolbox has been refined through hundreds of successful implementations across diverse industries and organizational sizes.



The Quali7 Toolbox

Standard Deliverables and Templates

Our comprehensive library of documentation and templates accelerates your ITSM implementation while ensuring adherence to industry best practices. These proven resources provide immediate value and reduce time-to-deployment.



ITIL® Documentation

Complete documentation suite and flow diagrams aligned with ITIL® Version 5 framework standards



RACI Charts

Roles and responsibilities grids to clarify accountability across practices



Service Catalog Templates

Ready-to-customize service catalog structures and templates



SLA Templates

Service Level Agreement templates for defining and measuring service commitments



CMDB Structure

Configuration Management Database frameworks and relationship models



Priorities Grids

Decision matrices for different practices across the business

"Our template library represents years of field-tested best practices, providing you with a significant head start on your ITSM journey."

Our Customers

Trusted by leading organizations across Canada and the world



Thank You

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Phone: +1 514-448-2246

Thank you for your time and interest in Qualiti7's services. We look forward to partnering with you on your digital transformation journey.

