

Website user guide

Find services, prepare an inquiry and reach the right workspace.

Public edition | Version 1.1 | 27 September 2026

IT Custom Solution LLC

This handbook is organized by task. Use the contents to find a procedure, then check its access requirements, save behavior and expected result.

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Start with the work

This guide explains the public IT Custom Solution website: how to find a relevant service, inspect supporting information, prepare an inquiry and reach the right workspace. It serves visitors, customers and employees who help people use the site.

The website is the public company front door. Winrove is ITC's software platform. ITC Portal is the company workspace for employees and authorized collaborators. Your client engagement may use a different invitation or destination.

A five-minute route

1. Open **IT Custom Solution**.
2. Choose assessment and advisory, managed delivery, teaming, or software. If uncertain, choose **Not sure where to start?**
3. Read the relevant scope and responsibilities. Use Resources to find supporting information.
4. Choose **Describe the work** for a written requirement, **Let's talk** for a general inquiry, or **Request a briefing** for a calendar conversation.
5. Review the information you intend to send. Follow the actual confirmation shown by the destination.

Browsing a page or preparing a form does not establish an engagement, price, access entitlement or delivery commitment.

About this edition

Public website guide, version 1.1. Reviewed 27 September 2026. Website labels and destinations can change. This edition describes public navigation and preparation workflows; it does not certify message delivery, meeting booking or authenticated application operations.

Find your way around

The primary navigation groups information by purpose. The company wordmark returns you to the homepage. **Menu** provides additional navigation where shown. On a small screen, open the navigation control before selecting a destination.

Destination	Use it when you need to
Expertise	Compare the firm's practices and proposed work.
Who we work with	Find context for your organization or buyer type.
Winrove	Understand the software platform and follow its links.
Intelligence	Explore research for a defined question.
Company	Learn about the firm and its working approach.
Resources	Find writing, reference information and documents.
Contact	Prepare a general request.

Use the footer for qualifications, procurement information, company pages, legal notices, accessibility and status. The [Site index](#) is useful when you know the topic but cannot find it in the main navigation.

Read the destination

A link may open another website, a PDF, your mail application or a protected workspace. Check the address before entering information. The public site and a signed-in workspace have different purposes and permissions.

Choose a useful starting point

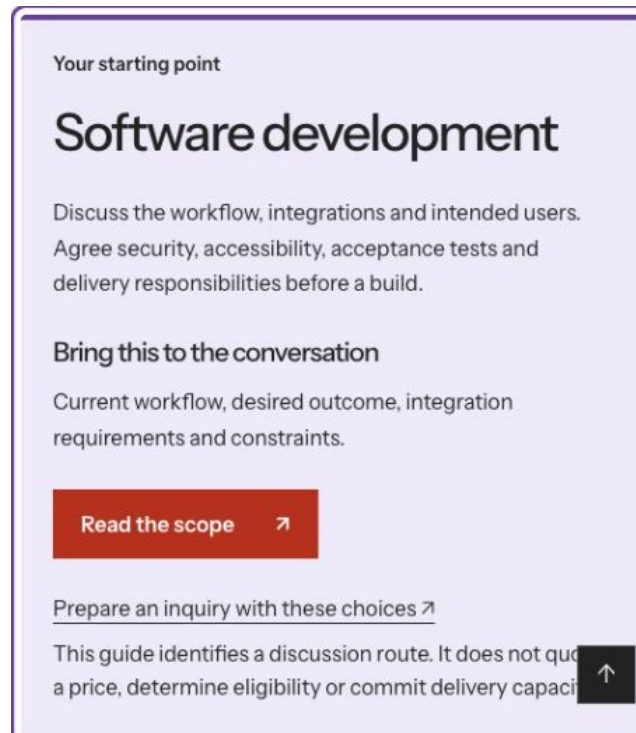


Illustration: navigator example, small business and software. Captured 27 September 2026. No inquiry was sent.

Open **Find your starting point**. The navigator asks about your organization and what you want to do.

1. Select the organization type that best fits: government, prime contractor, large enterprise, mid-market or small business.
2. Select the task closest to your need, such as software, support, operational AI, research or teaming.
3. Choose **Show my starting point**.
4. Read the recommendation and open its scope. If the recommendation is wrong, change your selections.
5. Use the inquiry link when you are ready to describe the requirement. Check the form's selections before submitting; a recommendation is context, not a completed request.

Example: software for a small business

Choosing small business and software leads to a software development starting point. Read the scope, then prepare the inquiry with the affected workflow, users, desired outcome and constraints. This is an illustrative use of the navigator, not a delivery estimate.

Compare the engagement types

Assessment and advisory: start with the problem, options and decisions. **Managed delivery:** define the service, coverage, responsibilities and handoffs. **Teaming:** clarify the proposed work package, evidence and responsibilities. **Software:** review Winrove's specific capability and access information.

The useful result is a relevant page and a clearer question. Suitability still depends on the actual requirement and agreed scope.

Prepare and review an inquiry

Use [Contact ITC](#) for a general question or [Describe the work](#) for a requirement with more detail.

Before you begin

Prepare a short description of the problem, who is affected, the desired outcome, timing and constraints. Keep credentials, classified information, confidential documents and sensitive personal records out of public forms.

Contact form

Name, email, organization and description are required. Buyer context and area of interest help route the request. Choose the inquiry type that fits. Phone is optional. The description allows up to 5,000 characters.

1. Enter your name, a reply address and organization.
2. Select the context, area of interest and inquiry type where relevant.
3. Describe what needs to change. Include the outcome and constraints.
4. Choose **Review inquiry**.
5. Check the review screen, especially the reply address and message. Use its edit/back control if something is wrong.
6. Complete the final send action only when the information is ready. Read the resulting confirmation or error before leaving.

The request-quote route includes additional scoping choices, including services, budget, timing, solicitation context and urgency. Complete required fields and use optional fields only when you have useful information.

Know what happened

A review screen is not a sending receipt. If the page reports an error, keep a copy of your non-sensitive message, correct the named field or try again after the failure is resolved. If the result is uncertain, contact ITC with the approximate time and subject before sending repeated copies. This guide's walkthrough stopped before sending a live inquiry.

Request a briefing

Open [Schedule a briefing](#). The page offers an available 30-minute briefing through Cal.com and a link to open the booking calendar directly.

1. Review the displayed availability.
2. Check the calendar's time zone before selecting a time.
3. Follow the calendar's booking steps using your intended contact details.
4. Review the meeting details and follow the confirmation instructions.
5. Retain the confirmation and use its own change or cancellation instructions if needed.

Prepare the conversation

Bring the requirement or workflow question; who it affects; the decision you need; timing, location and budget constraints; and the evidence you want to review. Explain who would own implementation or delivery.

Do not add confidential documents, passwords or sensitive records to booking notes. A briefing does not establish a price, partnership, procurement eligibility or delivery commitment. Those matters require separate agreement.

If the calendar does not work

Use the direct-calendar link. If it still does not load, or the available times do not fit, contact **hello@itcustomsolution.com** or **+1 (646) 671-3399**, as listed on the scheduling page. The live page is the current reference for contact details.

Calendar presentation was inspected for this guide. No test appointment was booked.

Find resources and download documents

Open [Resources and writing](#). It groups writing and intelligence, supplier evaluation, reference material, and documents and firm information.

Find the right material

1. Choose the group matching your question.
2. Open the document or article detail.
3. Check its title, edition, scope and any access conditions.
4. Follow the available read, download or print control.
5. Keep the document title and date with any saved copy so that you can find a newer edition later.

Downloads provides a searchable reference list. Use the visible search field, adjust **Per page** if needed, and open the result matching your document. Some entries lead to HTML reference pages; others are PDF downloads or a request route. A listing is not a promise that every item is an immediate file download.

Inspect evidence in context

Supplier-evaluation links include capability information, past performance, trust and procurement, contract vehicles and qualifications. Read the current source page and its limits before relying on a statement. Request the exact supporting record if the public page is insufficient.

Save or print a PDF

After a PDF opens, use the viewer's download or print control. If the browser opens it in another tab, return to the original tab to continue browsing. If a file fails to open, retry from the source listing and report the title and URL through Contact.

Articles, newsletters and reports may have their own forms or subscription steps. Review those steps before sending information; opening the resource index does not subscribe you.

Reach the right workspace

Open **Choose your workspace**. This page separates three destinations.

Your work	Where to start
Software capabilities	Sign in to Winrove , then use the account and organization permitted for the task.
Company and employee operations	Company sign-in for ITC Portal. Authorized company membership is required.
A client engagement	Use the access instructions supplied for that engagement. Ask ITC for the correct invitation if needed.

For customers

Do not assume that a Winrove account is the access method for every client engagement. Keep your engagement reference and ask for the correct destination when instructions are missing.

For employees helping visitors

Ask which task the person is trying to perform before sharing a link. Send them to the public starting point appropriate to the task. An employee or company account is separate from public software exploration.

If sign-in or access fails

Check that you followed the intended destination and used the intended account. Use that service's recovery or access-help route. An access-denied message may mean that membership or role authorization is missing; repeatedly signing in does not grant it.

This public guide ends at the workspace handoff. Protected employee, customer-record and operator procedures belong in their respective manuals.

Troubleshooting and useful links

I cannot find a page

Use the [Site index](#) or [Resources](#). Search for the topic or document name. If an older bookmark fails, return to the homepage and follow current navigation.

A form will not advance

Check required fields and the description length. Read the message beside the field. Confirm that the email address is complete. A disabled or rejected action is not evidence that a request was sent.

I do not know whether a request was sent

Look for the actual confirmation. If the result is uncertain, contact ITC with the subject and approximate time. Avoid including the original confidential material in a follow-up.

A video will not play

Read the surrounding text and use the links below it. Site navigation and scoping information do not depend on the film. Report persistent playback trouble with the page address and browser.

I need accessibility help

Use the [Accessibility page](#). Describe the task, page, browser and barrier, and the format or assistance that would help. This PDF has readable text and links; no conformance certification is made by this guide.

I need a privacy or policy answer

Use the current [Privacy](#), [Terms](#), [Cookies](#) or [Data deletion](#) page. This guide is navigation help and does not replace those documents.

For a support request, include the page URL, task, approximate time, expected result and actual result. Remove personal or confidential information from any screenshot before sharing it. The public [Status page](#) provides the site's available status information.