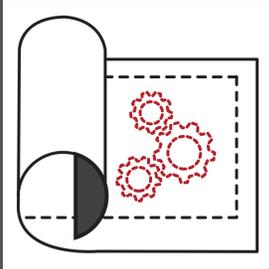# TENFOUR

## TENFOUR IT INFRASTRUCTURE UTILITY SERVICE
### CATALYST EMBEDDED SERVICE BRIEF

Catalyst is TenFour's embedded service that enables us to understand your business goals, perform a technology assessment of your current state and create a roadmap for the future that ties to measurable business outcomes.

### GREATER VISIBILITY

Beacon provides deep visibility into the infrastructure including logical connections, inventory of infrastructure elements and their components, network map including connections and performance metrics. We share that visibility with you so you have greater control.

### CROSS PLATFORM PERSPECTIVE FOR A BETTER END-USER EXPERIENCE

Beacon monitors services across all platforms—Wide Area Network (WAN), Local Area Network (LAN), Unified Communications and Collaboration (UCC), Data Center (DC), Network Security (NetSec) and Physical Infrastructure (PI). This visibility enables us to detect issues that can affect user experience before they are a problem. If an incident occurs, this holistic view and ownership results in faster triage and resolution with no finger pointing.

### MAINTAIN CONSTANT VIGILANCE FOR CHANGE

Change happens. We get it. That's why we do continuous topology mapping and inventory verification to ensure we're monitoring your critical infrastructure.

### REDUCE NOISE AND FOCUS ON WHAT'S CRITICAL

Advanced alerting features including automatic alerting, pre-configured device priorities, and basic root cause analysis free you from all the noise associated with standard Managed Services.

### DO NO HARM

We've designed our Network Observation System to fortify your security posture. It sits within your security perimeter and does not require unnecessary in-bound security holes to be configured. TenFour is both a better delivery model for rapid new deployment and also a better security model for infrastructure management because it diminishes your surface attack area.

**Using real metrics, Catalyst identifies a number of ways to reduce your responsibility and risk and a plan to achieve greater business agility, increased reliability and lower Total Cost of Ownership.**

TenFour's Catalyst service is the starting point for building IT infrastructures that support your path to digitization. The modern IT infrastructure required for this Digital Age is more virtual and not necessarily owned by the enterprise.

The "as-a-Service" model that the Cloud applied to compute and storage can now also be applied to the rest of your core IT infrastructure. These core services are not as simple as they appear and their business and operational impact is not always known. In the meantime, IT leaders continue to be pressured to reduce spend while supporting this digital transformation.

However, it is difficult to evaluate your true spend and opportunities for innovation when you don't have a current, clear and holistic view of all the complexity and soft costs of your entire environment. It becomes even more difficult as your perimeter continues to get fuzzier with the explosion of devices brought on with Digital Age issues like IoT, BYOD and Shadow IT. Wouldn't it help if you could get a current assessment that identified the true cost and opportunities in your environment? That's where we come in.
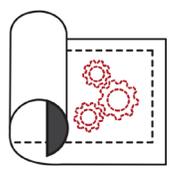
The Catalyst study is a standard gap analysis and performed in three phases. We begin by understanding where you want to go with a series of business and technological workshops. We collect and analyze the current state of your IT infrastructure and operations.

Next, we validate our findings and quantify the business value we will deliver by conducting a Total Cost of Ownership (TCO) analysis. This determines the flexibility and agility can you expect as well as the financial and operational benefits we will deliver.

Finally, we create a roadmap tailored to your business goals and hold ourselves accountable to delivering the business value we identified. We report regularly on our progress on achieving cost savings, operational efficiencies and other business value identified in the study.

We deliver TenFour with tightly integrated, foundational services that manage your full IT infrastructure lifecycle.  We start with a Catalyst study to determine the business value we will deliver and the right roadmap to achieve your goals. The remaining foundational services, Gear, Sync, Beacon and Gearsmith, are embedded into the delivery of the IT infrastructure utility and cannot be purchased as stand-alone services—they provide one integrated service experience.

**We deliver IT infrastructure delivered as a utility service  in IT Units (ITUs) with the following embedded services:**

### CATALYST

A study that enables us to understand your business goals, perform a technology assessment of your current state and create a roadmap for the future that ties to measurable business outcomes.

### GEAR

Pre-selected and tested hardware, software, telecom and physical infrastructure delivered as a utility service with built-in technology refresh at zero cost to you.

### SYNC

Day 2 system changes and proactive maintenance implemented quickly so operations sync with business needs.

### BEACON

24x7x365 remote monitoring, network mapping, ticket creation and network inspection.

### GEARSMITH

Hard-working teams of experts, remote and on-site, that act fast and make things right again.

What got you through the Information Age will not get you through the Digital Age. You need new tools. You need TenFour. We've created a new type of IT infrastructure company.

We build exceptional, private domain global IT infrastructures that are simpler, have fewer defects, and cost less to operate than traditional models. We don't just build and operate IT infrastructures; we own them. We're not a cloud computing company, but we've taken the cloud model and extended it beyond compute and storage to core plus distributed platforms and services, such as routers, switches, wireless access points, IP phones and IoT devices, which traditionally have been "uncloudable". Like electricity and water utilities, you pay only for what you use, when you use it.

## TenFour IT. Grow your business. We got this.

1. **OBJECTIVE MEASUREMENT OF BUSINESS VALUE**

We measure for lower Total Cost of Ownership, increased reliability and greater agility using real metrics that we guarantee in the first, third and fifth year.

2. **IT AS A UTILITY**

We own it. You only pay for what you use. Similar to kWh and BTUs, we deliver ITUs—IT Units with the entire lifecycle embedded. This means greater flexibility to respond to your business with improved spend and predictability.

3. **CLOUDIFYING THE UNCLOUDABLE**

Not only are we delivering routers and switches as a service, we are also cloudifying antennas, wiring and IoT elements. Avoid technology debt with a proactive refresh. End result: fewer defects and an improved security posture.

4. **WHEN IT BREAKS, IT'S REALLY OUR PROBLEM**

We give you a real SLA with a true time to repair from root cause to resolution (and not one of those weak average SLAs). We provide a single point of accountability. No more finger pointing.

5. **SHARED RISK AND GREATER AGILITY**

We're in this together. No more bearing all the financial, technical and operational risk. Since you can turn the service off and on, you finally get the agility to have your IT respond to changes in your business.

6. **GREATER VISIBILITY WITH EMBEDDED TOOLS**

No need to buy a dozen different software packages and associated maintenance. Our 24/7/365 US-based NOC manages across platforms and offers co-management so you have access to all the embedded data collection tools for real-time reporting and full read/write access and control.