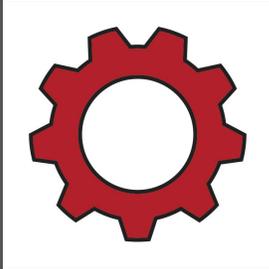


## TENFOUR IT INFRASTRUCTURE UTILITY SERVICE

### GEAR EMBEDDED SERVICE BRIEF



Gear is TenFour's embedded service that delivers hardware, software, telecommunications and physical infrastructure as a utility service with a built-in technology refresh at zero cost to the customer.

Gear allows you to use dedicated IT infrastructure services without owning or operating them. Design, configuration, engineering, project management, and implementation are all included in the service. It provides greater business agility as well as a number of ways to reduce your responsibility and risk

#### SHARE FINANCIAL RISK WITH A CONSUMPTION-BASED EXPENSE MODEL

Gear delivers dedicated hardware and software, with turn-key management and usability, in a consumption-based expense model. Unlike traditional IT procurement and Managed Services models, with Gear you're not billed until your service is activated. Gear moves IT expenses into a predictable, monthly recurring model. This gives you the flexibility to turn IT infrastructure into a utility cost that you can manage as an operational expense on your balance sheet. Now, when business events require an infrastructure change between budget cycles, the impact is more transparent. While Gear has a minimum retention period, its integrated services and their associated costs can be turned off if the Gear is taken out of service.

#### IMPROVEMENTS TO HARDWARE AND SOFTWARE

On gear hardware and software infrastructure

units, there are no more separate maintenance contracts because maintenance coverage is included. There are no more return merchandise authorizations, and no more software license upgrade dilemmas. All of these hardware and software challenges are addressed through the lifecycle services included with each unit of infrastructure.

#### REMOVE TECHNOLOGY DEBT WITH REFERENCE ARCHITECTURES AND TECHNOLOGY REFRESH

Each Gear component is selected from a customer-appropriate, tested TenFour Reference Architecture. The Reference Architecture packages, functionality and configuration libraries ensure each functional element has been selected, configured and tested to work together. Each generation is tested to ensure there is always a feasible successor for each component so it's ready to upgrade at the time of refresh. This significantly reduces the risk of

technology obsolescence, and enables your IT infrastructure to stay in-step with new technology and application requirements. Reference Architectures simplify your environment, reduce the risk of technology defects in your IT infrastructure, and provide a predictable roadmap for technology evolution.

### STREAMLINE OPERATIONS WITH INTEGRATED SERVICES

Gear requires the support of TenFour's complete service set—Beacon, Gearsmith and Sync—to ensure a fully managed service operation lifecycle. Our Sync service ensures your entire environment, including any Gear components, is kept at an optimum

operational level, by updating, patching and optimizing your infrastructure, as needed.

### SIMPLIFY MIGRATION WITH MULTIPLE DEPLOYMENT OPTIONS

TenFour delivers the flexibility to scale implementation transition as needed. You can deploy your entire infrastructure at once over a year to 18 months, start with one platform (Wide Area Network (WAN), Local Area Network (LAN), Unified Communications and Collaboration (UCC), Network Security (NetSec) or Data Center (DC)) or location at a time, or even just a sample set of Gear infrastructure units to try it out. We'll work with you to accelerate or delay your timelines so they meet your business objectives.

## **TenFour's Gear provides customer-dedicated hardware, software, telecommunications and physical infrastructure (i.e. racks and cabling) in an as-a-service model, where TenFour owns the equipment and delivers it to customers as a utility service.**

Just like other utilities, we deliver a working unit of infrastructure similar to buying kWh of electricity or BTU of gas. You pay for what you use and if it does not work—you simply don't pay.

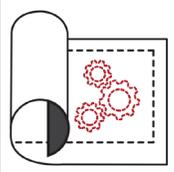
Gear includes all the components you need in order to deliver core IT infrastructure services to your organization. It's location agnostic, meaning it can be deployed globally where

needed including your premises, cloud service facilities, colocation facilities, and partner and vendor facilities.

With our Gear service, you never have to worry about technology debt or obsolescence because Gear includes a proactive technology refresh feature with zero deployment cost to you.

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.