A CUSTOMER'S JOURNEY WITH

TENFOUR

As Chief Information Officer for his organization, Bob dreams of the digital projects that will propel his business into the future. He wants to develop his team's capabilities and concentrate on the intelligence data that will drive new technologies and better customer experiences.

But Bob knows he can't accomplish these goals with his current focus and resources. He needs a technology partner who shares his vision and can alleviate the burdens holding him back; who can help create an agile IT environment and differentiate his business via digital transformation.

Bob needs TenFour.

CHARTING THE COURSE

Bob discovers TenFour in his search for an IT industry specialist to power his company's digital future. Our expert Business Development Executives (BDEs) and Customer Solution Architects (CSAs) work with Bob to envision the future of his business, understand his goals, and develop the IT infrastructure solutions best suited for his critical initiatives.

As Bob's TenFour technical consultant and advocate throughout the lifecycle of his service, the CSA starts to develop a custom solution to the problems Bob and his team are facing. They gather high level operational, financial, and technical information to gain a complete picture of the organization's resources and aspirations.
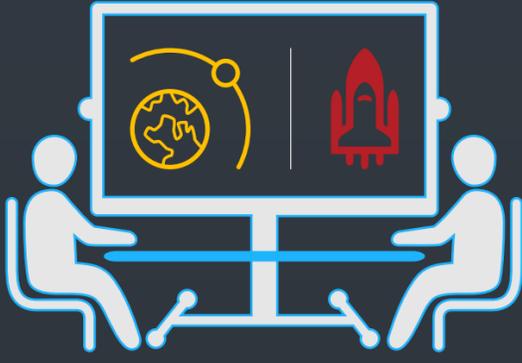
FINAL CHECKS

Bob reviews the details of TenFour's solution and presents it to his stakeholders. Our Customer Success Executive (CSE) joins the process and works with Bob and his CSA to demonstrate the value of TenFour to his organization and team. Materials provided might include case studies, a financial and TCO analysis, detailed solution specs, and a Customer Success Plan that outlines business-driven KPIs to be measured and reported on quarterly.

The up-front pricing we provide for Bob's potential service includes the design, equipment, installation, monitoring, remediation/repair, and administration costs involved in its deployment, as well as future refresh and replacement.

LAUNCH & LIFTOFF

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Bob has made the decision to partner with TenFour and we work together to initiate his service. We develop a future-focused Customer Success Plan, install our Network Observatory Host (NOH) within the technical environment, and create a baseline from which we'll measure future progress.

After signing a contract, we work with Bob to prepare his team and environment with numerous transitional kickoff activities, including the initialization of his Customer Success Plan with a calendar of scheduled meetings. We establish lines of communication between primary stakeholders and the cadence for our collaboration during service deployment.
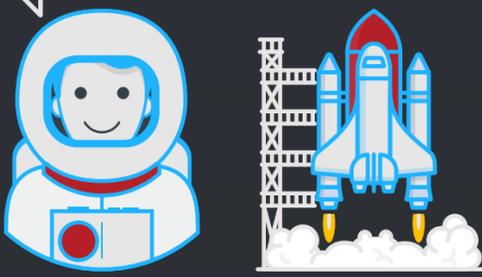
BOOSTERS ENGAGED

Bob and his CSE bring all IT-critical teams together, such as project management, implementation, operations, and billing. As the transition to TenFour's IT infrastructure service begins we energize the process with a special TenForward workshop and collaborative planning meetings with the teams involved.

PMO PLANNING
The project management team schedules the deployment and implementation of all technical elements of the IT infrastructure service, and ensures the roadmap for success is complete and sound.

OPERATIONS PLANNING
The operations team finalizes the details of service delivery, including how the IT infrastructure we provide is monitored and remediated, as well as testing and turn-up of the components needed.

BILLING PLANNING
The billing team walks through TenFour's bill, including what happens before the first bill is sent, how it looks and is calculated, expected timing of its arrival, who to contact for information, and much more.

ORBIT ACHIEVED

Bob's IT infrastructure service is deployed in full. We roll out all of the equipment needed to support the IT environment; cables are run, components are installed, circuits are established. Each step in the deployment process is handled and overseen by Bob's CSE, ensuring a smooth transition.

As we test and turn up the service we start monitoring Bob's environment, give him access for co-management, and assume 24x7x365 responsibility for its performance and maintenance. Every element of Bob's IT infrastructure for which TenFour's responsible is tuned and running optimally.

TO INFINITY & BEYOND

Bob's team is free to pursue new projects, now that TenFour is managing their IT infrastructure. Whether Bob is pursuing digital transformation, Internet of Things deployments, imaginative customer experiences, or something more, his team is on the path to bigger and better things, confident that wherever he wants to go, TenFour is managing and adapting the IT infrastructure on which those new projects depend.

We are responsible for maintaining the hardware, software, and security of Bob's environment with embedded and complimentary services across the lifecycle of his subscription. We provide in-depth reporting on Bob's environment, including technical roadmap reviews, design sessions, operational metrics, and much more.

Bob's adventure has only just begun!
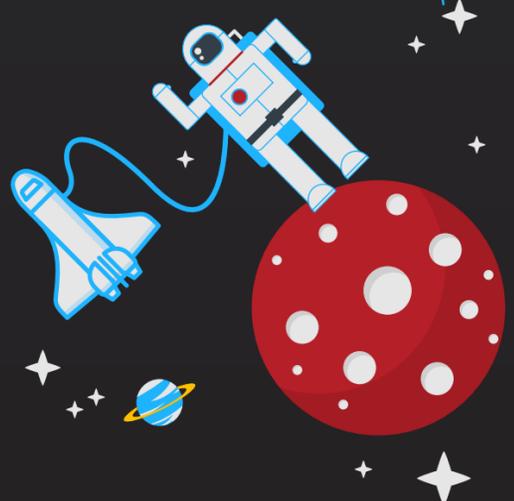
We're excited to embark on the journey to transform your IT infrastructure.

Visit **www.tenfour.com** to learn more.

TENFOUR