

A CUSTOMER'S EXPERIENCE WITH TENFOUR

TenFour's IT infrastructure service liberates you from daily IT challenges, so you can focus less on keeping things running and more on the innovative projects that empower your digital transformation efforts. We provide the foundational technology you need to realign your resources, launch new initiatives, and differentiate your business from competitors.

Now that we've built and deployed the solution you need, where will the journey with TenFour take you?

MEET YOUR GROUND TEAM

Over the course of weekly, monthly, and quarterly interactions, design sessions, and strategic discussions you'll get to know a wide array of experts devoted to your success.

ACCOUNT MANAGER

This is your primary contact and go-to person for day-to-day requests, such as billing questions, service changes, and new solution information.

PROJECT MANAGER

This person organizes the needs of your project and keeps the deployment process running smooth and on time.

CUSTOMER SOLUTIONS ARCHITECT

Your technical advisor, responsible for designing and updating the technology we provide to ensure it aligns with your business goals.

CUSTOMER SUCCESS EXECUTIVE

This industry-seasoned executive works as your advocate to ensure TenFour and its partners are successfully delivering the services, results, and experiences promised.



REVIEW MISSION OBJECTIVES

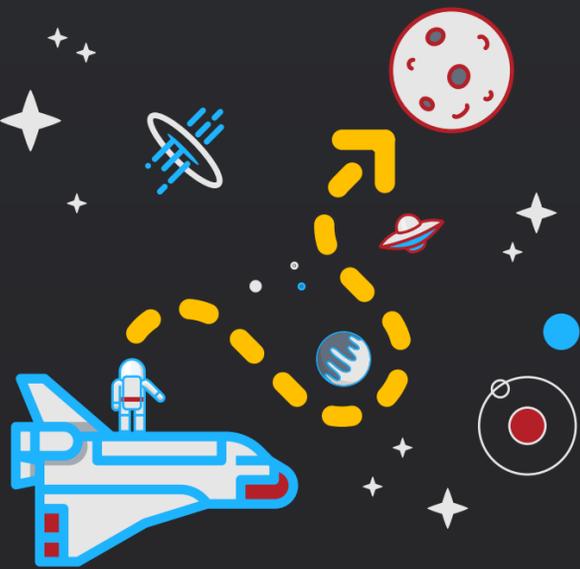
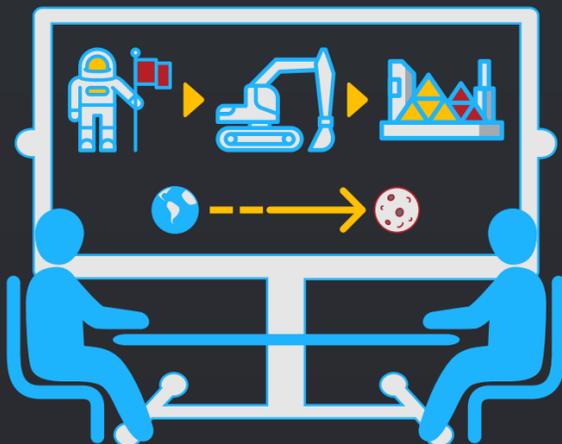
During your initial service consultation, design, and installation process we will have completed a comprehensive appraisal of your business operations and technology goals.

Throughout our relationship we continuously revisit that initial survey's results and your goals during a quarterly executive business review. In that meeting we evaluate the progress we've made toward achieving your goals to ensure we provide the value, services, and leadership you expect.

ASSESS ACTIVITY & REVIEW RESULTS

We also conduct a bi-annual assessment of key service activities and customer satisfaction to measure how well TenFour is supporting your company's needs.

Your Customer Solutions Architect will analyze the data, review progress against a Technology Roadmap, and present the results in an executive report. You'll also have access to real-time performance metrics and ticket dashboards to monitor your journey's progress yourself.



NAVIGATE THE FUTURE

In addition to the reviews of your service and progress, we regularly host two types of learning events to help prepare for the future: 1) Technical sessions to explore new technologies relevant to your priorities, and 2) Thought leadership sessions to look at timely industry topics relevant to your business.

As part of these events your team may be invited to participate in a unique, intimate presentation at a premier venue, including an open forum discussion and conversations with industry-recognized experts.

ONWARD & UPWARD

As your business grows we stay focused on your success, enhancing your IT environment to achieve your goals.

We maximize performance and optimize operations to ensure your business, employees, and customers are enjoying the best technology experience possible. Throughout our relationship we're always there for you, holding ourselves to the highest standard, so we can seek and build the future of your business together.



We're excited to embark on the journey to transform your IT infrastructure.

Visit www.tenfour.com to learn more.

TENFOUR