TENFOUR IT INFRASTRUCTURE UTILITY SERVICE
ADMINISTER EMBEDDED SERVICE BRIEF

Administer is TenFour's embedded service that encompasses the in-life operations and maintenance required to sustain and optimize your IT infrastructure. Administer supports moves/adds/changes and delivers proactive environment maintenance (like upgrades, patches, device admin) to keep your infrastructure running smoothly.

MAINTAIN YOUR IT INFRASTRUCTURE ENVIRONMENT TO ENSURE IT RUNS SMOOTHLY

The Administer service allows you to request administrative and user changes as they occur and suggest environment changes, as well. As part of TenFour, we will ensure software, firmware, server and security configurations are kept up to date with your Reference Architecture.

PERFORM TIMELY ADMINISTRATIVE AND CONFIGURATION CHANGES

Administer addresses the administration and configuration changes that are required for your users to work and your network to run. These changes are usually too technical for your helpdesk, so they would otherwise fall on your IT administrator to maintain. With Administer we provide all the administration changes for your network infrastructure in order to free your IT staff to focus applications, digital analytics or other strategic initiatives. These updates include, but aren't limited to, changes to rights, features, network management, security, unified communications and collaboration, and IP Address Management. All changes are documented and change management processes are shared for maximum efficiency and transparency.

MAKE THE CHANGES YOUR BUSINESS NEEDS

We deliver private domain infrastructure that is dedicated to you. Either you or our operations team us can make changes to the environment and it won't affect any of other customer. Since equipment is dedicated to your domain and not shared with other customers, you can make a wider range of changes and have greater flexibility.

DELIVER ON THE "WE'VE GOT THIS" PROMISE

We handle the administrative changes that keep your infrastructure running smoothly. We proactively keep your environment up to date. If you need additional changes, tell us. We will quickly respond to make sure your infrastructure is in sync with the changes your business needs. We also make updates to our Reference Architectures to keep them in top shape and ensure your network environment is optimized. Changes to manufacturer software releases (such as

for security defects) will be specified in the Reference Architecture before any changes are made to in-service Gear. We'll always check with you first and gain approval from the Change Advisory Board (CAB) if an TenFour Reference Architecture update affects your environment. The CAB, which is established to provide an orderly way to govern Administer, is made up of members of both of our teams, including your dedicated TenFour Service Delivery Manager (SDM). We'll make sure to schedule a maintenance window that works best for both teams.

PERFORM TIMELY AND PRIORITIZED CHANGES

All changes approved are assigned a priority. We make most changes as a scheduled activity using software tools residing within your domain on the Network Observation System. The system is designed to scale from small to very large environments and rapidly delivers new services and add-on services as you need them. Administrative and user-affecting tasks will be performed by our NOC based on the time they're requested and the respective priority.

Administer makes distractions and reprioritization tasks go away. It maintains and optimizes your infrastructure, minimizes operations complexity, and significantly reduces operations overhead and costs.

As part of TenFour, Administer provides proactive changes throughout the IT infrastructure life-cycle so you don't have to stress about pending issues. From firmware updates, security patches, IOS updates, code updates from manufacturers—configuration updates can seem never ending. But we can take that off your plate. It's our responsibility to ensure your IT infrastructure's reliability and availability.

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, Administer, Monitor, Repair and Shield 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 as a utility service in IT Units (ITUs) with the following embedded services:
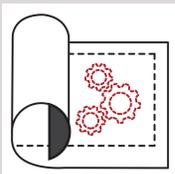
CATALYST

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.
- Aligns business and technology goals
- Baseline of current IT Infrastructure measurements
- Total Cost of Ownership Analysis
- One, three, or five year projections
- Repeated regularly to measure ongoing improvement

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.

- Reduced technology debt
- Reduced risk from owning the assets
- Streamlined operations with embedded services
- Multiple deployment options
- Location agnostic, private, dedicated infrastructure

ADMINISTER

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

- Scale infrastructure with business needs
- Timely and prioritized with Change Advisory Board
- Up to date with Reference Architectures

MONITOR

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

- Co-management for greater visibility
- Cross platform, end-to-end user experience
- Network Observation System with embedded security
- US-based Network Operations Center
- Improved reporting and dashboards with regular reviews with Customer Success & Lifecycle Executive

REPAIR

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

- No means or averages with SLAs based on Time to Remediate, not Time to Notify
- Truck rolls included
- Single point of accountability

SHIELD

Network security infrastructure designed to offer advanced, consumption-based protection.

- Reduced surface attack area
- Embedded Network & Host layer network security
- Improved posture to focus on DLP and Cyber Security

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.