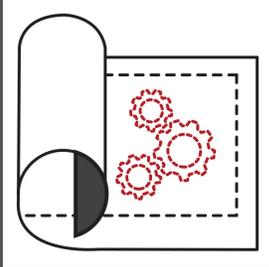


TENFOUR IT INFRASTRUCTURE UTILITY SERVICE CATALYST EMBEDDED SERVICE BRIEF



Catalyst is TenFour's analytical embedded service, designed to get to the heart of your business's goals, assess the current state of its IT infrastructure, and create a measurable technology roadmap for achieving those goals.

ALIGN TO BUSINESS GOALS

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's difficult to evaluate your true spend and opportunities for innovation when you don't have a current, clear and holistic view of your entire environment's complexity and soft costs. It becomes even more difficult as your perimeter gets 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.

HOW WE'RE DIFFERENT

These deliverables quantify the business value impacts TenFour is expected to deliver and how TenFour can directly align to your business priorities and business success metrics. Catalyst

identifies a plan to achieve greater business agility as well as a number of ways to reduce your responsibility and risk.

Get an Independent Study of Your Current State IT Infrastructure and Operations

IT leaders need a realistic and holistic view on how well their infrastructure is performing. With Catalyst, we understand where you want to go and determine how to leverage technology solutions to support optimizing your business and user experiences. Over the span of four to six weeks we conduct a series of business and technology workshops to establish a baseline of current IT Infrastructure measurements for reliability, agility and cost efficiency of an enterprise IT infrastructure domain.

Demonstrate Our Greater Value Over Traditional Managed Services

Our TCO Analysis conveys the cost of consuming IT based on traditional purchasing models versus a utility as-a-service model. It can be done with one, three, or five year projections, based on your immediate needs. It documents current state IT infrastructure costs by tasks and activities as a baseline and then compares that cost model to the cost of TenFour's utility model. The TCO study is designed to show significant cost improvements with adoption of an IT utility consumption model like TenFour.

Create a Roadmap Aligned to Goals

Once the data has been collected and validated, we build a future state architecture that grows and aligns to the ongoing needs of your business. This roadmap illustrates the technologies needed, by platform, to efficiently guide the evolution of the current state IT architecture to the desired future state Reference Architecture.

Make Calculated Decisions

Finally, we package together a business case analysis and Customer Success Plan. The business case analysis helps you make an informed decision while the Customer Success Plan validates that you made the best decision over the solution lifecycle.

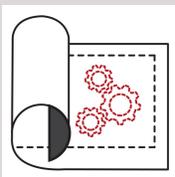
How We Get There: Catalyst Program



	PHASE I: Baseline Current State	PHASE II: Validation of Business and Technical Goals	PHASE III: Define Customer Success Plan and TCO/ROI
Objective	Perform a discovery of business drivers, financial implications, and technology environment.	Establish a clear understanding of future state goals with business and technology workshops; and validate current state topology.	Establish a roadmap to the desired Future State with an associated Business Case Analysis and Customer Success Plan.
Output	<ul style="list-style-type: none"> • Network Observatory Host (NOH) Deployment and Inventory Baseline • Completed Catalyst Collector 	<ul style="list-style-type: none"> • Business Priorities • Technical Priorities • Validated Current State Topology 	<ul style="list-style-type: none"> • Business Case Analysis <ul style="list-style-type: none"> – TCO/ROI Analysis – Future State Roadmap – Transition Plan • Customer Success Plan

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.

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.