## TENFOUR IT INFRASTRUCTURE UTILITY SERVICE
### REPAIR EMBEDDED SERVICE BRIEF

Repair is an Embedded Service of TenFour's IT Infrastructure Utility service designed to restore Gear, including hardware, software, telecommunications and physical infrastructure, to its prior working state after an incident.

### PERFORM FASTER TRIAGE AND REMEDIATION

Unlike traditional Managed Services, TenFour's monitoring is directly integrated with Repair. This tight integration allows seamless handoffs so we can quickly triage and resolve issues with fewer errors throughout the cycle. Further, by simplifying the design in our Reference Architectures, we remove complexity and enable standardization for faster triage and remediation.

### PROVIDE A SINGLE POINT OF ACCOUNTABILITY

With one vendor for everything, you no longer need to coordinate multiple vendors and IT staff to ensure your environment stays up and running. It's our responsibility to make sure your IT infrastructure works.  If it doesn't, our IT infrastructure utility model ensures that you don't pay. We hold ourselves accountable to own the service we deliver.

### DELIVER BETTER NETWORK AND SERVICE AVAILABILITY

Our Network Observation System provides an internal point of presence in your domain for monitoring, troubleshooting, analysis and configuration of all infrastructure units under management. The result is more network uptime and resiliency.

### RESTORE SERVICE FASTER

We image every configuration and every change of to every configuration file and store these in our data center. This allows us to restore devices in minutes.

### DELIVER IMPROVED SLAS

Industry norm is offering Mean Time to Notify (MTTN) SLAs, but we understand that customers need their service up and running. That is why we offer a Time to Remediate (TTR) SLA since restoration of the service is what is important. We hold ourselves accountable by offering a TTR SLA vs a "mean time to" approach.

**TenFour's Repair restores Gear infrastructure units to their prior working state after an incident.**

Repair is integrated with Monitor to alert and perform remote triage, troubleshooting, analysis, fault isolation, testing, repair and remediation. Our team takes complete responsibility and management of all resolution activities that involve underlying technology manufacturers, logistics, and escalation processes.
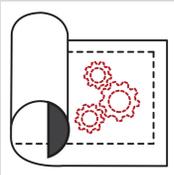
This means you only need to work with one partner for the full resolution of your incident. The majority of Repair tasks are automated for remote remediation from our 24x7x365 US-based Network Operations Center (NOC); but for incidents that can't be remediated remotely, on-site replacement and restoration is fully managed as part of the service.

With Repair, you gain freedom from managing trouble tickets and restoring infrastructure components so you can focus your time and resources on more strategic IT data and applications. We take the hassle out of tasks like documenting failures to equipment vendors for resolution, restoring infrastructure to pre-failure functionality and managing the logistics of replacing failed components. Repair provides peace of mind by storing the history of changes for each device in a backup service.

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.