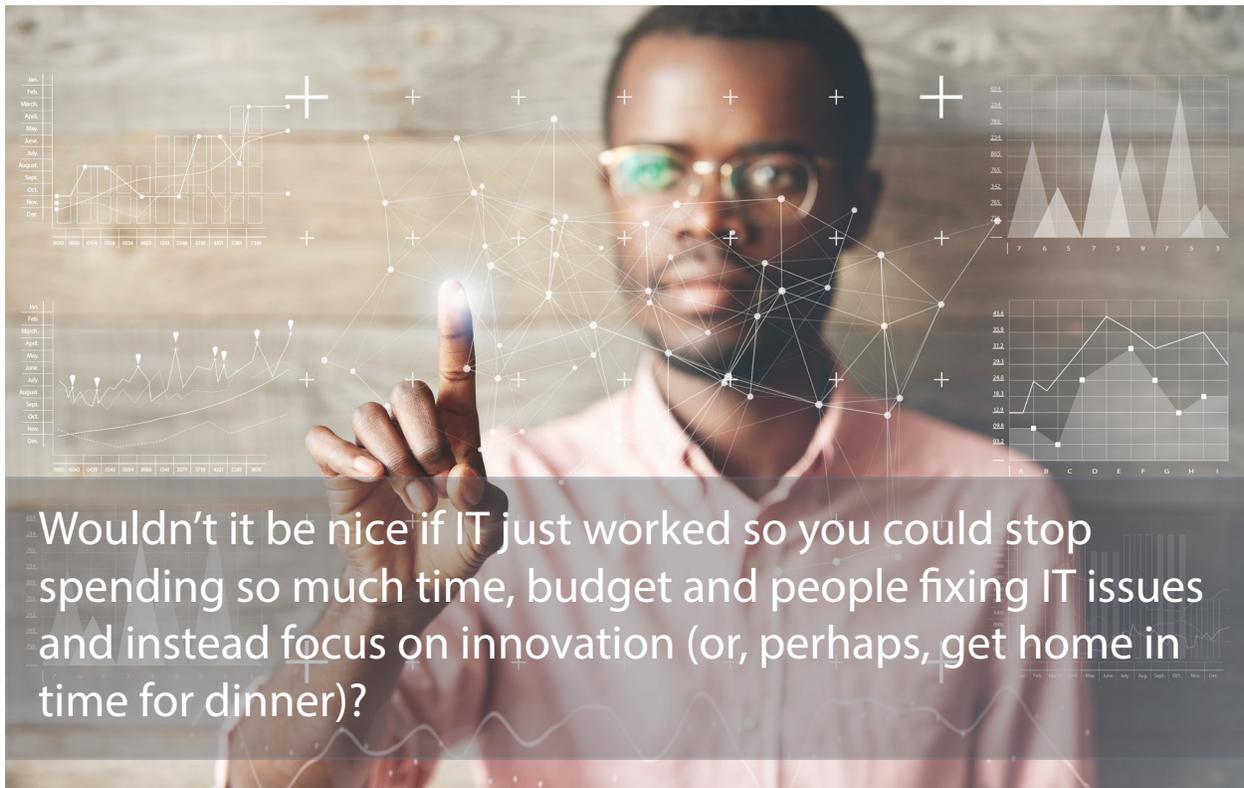


## TENFOUR IT INFRASTRUCTURE UTILITY SERVICE SERVICE BRIEF



Wouldn't it be nice if IT just worked so you could stop spending so much time, budget and people fixing IT issues and instead focus on innovation (or, perhaps, get home in time for dinner)?

You've always been an innovator. That's why you got into IT in the first place. As an IT leader in the Digital Age, you are in the position to lead the digital vision that will fuel your company's growth. This requires focus on data analytics, new customer engagement models, new IoT platforms and even artificial intelligence. The question becomes, how do you do all that when your resources are often tied up with keeping the lights on?

Traditional IT won't get you there. The lack of reference architectures increases complexity and defect rates. Enterprises are expected to hold all the technology and financial risk. Solutions are inflexible and do not adapt efficiently or quickly to the changing demands of the business. Throughout businesses, IT is expected to work. Almost everyone relies on technology every day to do their jobs. And you, as the IT leader, are expected to keep it running smoothly. This means, you're often scrambling, limiting innovation, and spending nights and weekends focused on keeping the lights on. It almost isn't fair.

It's time to re-imagine IT. There are three things you never have enough of; money, people, and time. Wouldn't it be nice if IT just worked so you could stop spending so much time and resources fixing IT issues and instead focus on innovation—and even have time for your life outside of the office. That's why we deliver IT that just works. So you can stop putting out IT fires. You can take on those next initiatives that will make your company money.

Go be the boardroom hero.

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

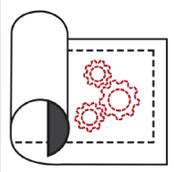
We're in this together. No more bearing all the financial, technical and operational risk. Since you can turn the service off and on, you finally get the agility to have your IT respond to changes in your business.

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.

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, Sync, Beacon and Gearsmith, 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 delivered 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.



**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.



**SYNC**

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



**BEACON**

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



**GEARSMITH**

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

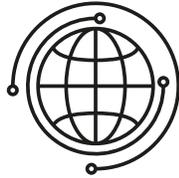
## EVERYTHING YOU LIKE ABOUT THE CLOUD

When the Cloud model is applied to all your core and distributed infrastructure—from routers, switches and firewalls to phones, WiFi and cameras—your network just works so you can focus on innovation. With our model, your business will benefit from OpEx financing, scalability, speed to deployment, technology upgrades, reduced technical defects, lower business risk and simpler business transactions. We've extended beyond the typical cloud compute and storage platforms to your other business-enabling technology platforms, including:

### WAN

Wide Area Network

As the edge of the network continues to extend outward, we connect your business and endpoints for an optimized customer experience.



### DC

Data Center

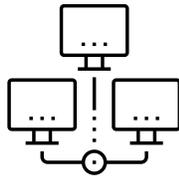
A location-agnostic approach to optimizing power, compute and storage.



### LAN

Local Area Network

Power the environment where your innovation happens.



### NetSec

Network Security

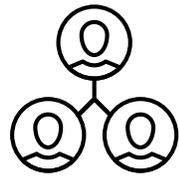
Dedicated, private infrastructures and connectivity based on rigorously tested Reference Architectures that enhance security posture by minimizing surface attack areas.



### UCC

Unified Communications and Collaboration

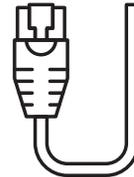
Collaborate from anywhere to accelerate innovation and productivity.



### PI

Physical Infrastructure

You need a solid foundation, from the copper wiring, fiber optics and distribution racks to the cabinets, antennae, IP cameras, power conditioning and LEC street connections.



## HOW YOU GET STARTED

Wondering how you'll get there? It depends where you're starting. We know that the move to utility infrastructure can't happen overnight. We've been dealing with that for years. You need to work at a pace that makes business and financial sense for you and your company. Our transitional Managed Services have a path for you. If you have existing hardware but it is not Reference Architecture compliant, we'll leave it in place and operate it for you. When it is depreciated, we will migrate it to our IT Infrastructure Utility. If you have existing hardware that is Reference Architecture, we will transfer title, upgrade it to our TenFour model. If your hardware is end-of-life (EoL) or you have greenfield sites, we deploy TenFour. Say goodbye to EoL.