

SERVICES AT-A-GLANCE

Full suite of services encompasses entire lifecycle of our customers' technology investments


OUR UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace Experience
-  Application Modernization
-  Network Optimization
-  Security Fortification
-  Cloud & Datacenter Transformation
-  Customer Experience

SERVICES VALUE STREAM



A full suite of services that encompass the entire lifecycle of our customers' technology investments for delivering their Digital Infrastructure Solutions.

PROFESSIONAL SERVICES

Unparalleled engineering expertise, unified delivery methodology and project management office that ensure successful customer engagements across TeraMach's Solution Disciplines.

- **Consulting Services** - We specialize in preparing and planning a comprehensive IT technology and IT operations strategy.
- **Assessment Services** - We deliver detailed recommendations for improving operational maturity and gap analysis for planned systems enhancements.
- **Design Services** - We create a flexible, resilient, scalable architectural foundation to support better business outcomes.
- **Implementation Services** - We deploy, configure and test each new solution as well as provide knowledge transfer and documentation.
- **Optimize Services** - We improve efficiency, performance, and adoption of feature sets to boost the value of your technology investments.
- **Resident Services** - We provide professional services-level consultants who help our customers accomplish their priorities and share knowledge with your IT staff. Resident Services give you the flexibility to adjust resources to your evolving business needs.



A COMPLETE APPROACH TO SERVICES

MANAGED SERVICES

Secure, Reliable Operations | Documented Scalability | Operational Transparency; Your single point of contact for full lifecycle support.

- **People** - 7x24x365 US service desk, Operations Centers with US-based L3 engineers, dedicated Service Delivery Managers and L1/L2 NOC of over 250 engineers
- **Process** - ITIL-based operational processes, SOP, runbooks, task automation, knowledge base articles, service maps, vendor escalation & management, proactive communication & reporting
- **Technology** - Award-winning, purpose-built SaaS integrated IT Service Management and IT Operations Management platforms deliver asset management, availability and performance, proactive care, automation and full transparency, DVR recording, no maintenance costs or updates required
- **Services** - A broad services portfolio of offerings including Service Desk as a Service, IT Operations as a Service, Collaboration Cloud services and First Call Support

INTEGRATION SERVICES

Decrease Time to Deploy | Reduce Costs | Improve User Experience

130,000 ft² state-of-the-art Integration Center

1.7 M devices shipped in 2017 across 63,000 orders

- **Fulfillment and Management** - One Marketplace, Managed Standards, Managed Inventory, Release Management
- **Imaging & Configuration** - Imaging & Kitting, Burn-In & Asset Tagging, Rack Builds, 1:1 Configurations, Store/Branch
- **Depot and Disposition** - Advanced Exchange, Triage/Repairs, Inventory/Storage, IT Asset Disposal
- **Logistics and Coordination** - Refresh & Migrations, Advanced User Profiling, Logistics Coordination, Project Management

DEPLOYMENT SERVICES

Experienced, highly qualified, and quality-driven engineers at extremely competitive prices. 8,000+ preferred techs in North America alone.

- **End-to-End** - Installations, moves, adds and changes leverage the “smart hands” capabilities of our team of engineers and technicians. Our services include data center relocations, PC refresh projects and mobile device and desk phone deployments.
- **Global Footprint** - Our advanced, platform-powered management model and well-established relationships enable us to deliver services across the country and around the world.
- **Operational Transparency** - Our proprietary Deployment Management Platform allows you to track current status of every item as it moves through our secure and reliable operations.
- **Portal-based Engagements** - Our portal makes it easy to initiate new engagements, with guaranteed response within 24 hours of submission of the online form.

WORKFORCE SERVICES

When you need skilled IT resources for complex projects, large scale, iterative deployments or short-term tasks to fill gaps, TeraMach Workforce Services delivers the right resource to get the job done.

TeraMach Workforce Services can help you find the right resource you need.

We find the right fit for your organization by understanding the technical requirements of the job and the internal culture of the organization. We have a very disciplined process that allows us to prioritize our client needs and provide the right match.

- **Contract** - Perfect when you need resources, but have no FTEs budgeted, require specialized skill sets for the short term or are facing an expedited drop date or product launch.
- **Contract to Hire** - Ideal for “trying out” a new employee to ensure you have the right fit; also a good approach when FTE budget is forecasted in the future, but needed now.

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