



Tekumo

**THE NEXT EVOLUTION OF SERVICE DELIVERY
WHERE PEOPLE, PROCESS, AND TECHNOLOGY COLLIDE**



THE OFFERING

Our expertise allows us to manage service delivery, end to end for our clients with complete ownership of the SLA

Our Service Delivery Platform intelligently automates and monitors the installation and break/fix maintenance of technology and connected devices.

Let Tekumo be your driver of innovation, using technology and 'human intelligence in the field'



SERVICES OFFERING

Tekumo provides a robust offering of services that can be tailored to our client's specific needs, including:

- Remote Diagnostics
- On-site Support
- Break/Fix Repair
- Advanced Exchange
- Help Desk support
- Managed Print Services
- Data Collection and monitoring
- IT Infrastructure
- Staging and configuration
- Installations
- Deployment
- Asset Recovery
- Disposal Service
- Preventive Maintenance
- Dispatching tools
- Management of field resources

Tekumo offers a multitude of billing options to fit even the most complex contractual agreement:

- Self Serve A La Carte'
- Service Contract
- T&M
- Service Contract
- Retainer
- Direct to Tech
- Flat Rate
- Project based
- Cost Per Page (CPP)
- Cost Per Seat (MPS)

Tekumo is an innovative and adaptable service solution in today's complex landscape. At Tekumo we source top technical resources for a wide range of services, and effectively manage those resources!



THE OFFERING

Transparency, Efficiency, and Savings.

We're the first platform to empower you with the flexibility of a three-tiered offering

Fully Managed Services

An integrated attachment to your service delivery operations that allows you to in-source the outsourcing of technical and service representation by leveraging our team of skilled resources to handle any Workorder, SOW or contractual agreement.

Assisted Insourcing

Complement your internal service delivery operations with as-needed support services (Project Managers, Resource coordinators, Technical support staff and Field labor) providing flexibility and scalability without fixed costs.

Self Managed Platform

A single pane of glass to manage all W2, Preferred 3rd party vendors and a Marketplace of Independent Contractors while providing full visibility to service metrics and KPIs.



THE IMPACT

**Embrace a paradigm shift in service management.
Partner with Tekumo and experience the future of service delivery**

Optimized Service Spend

We go beyond pricing. Tekumo establishes system guardrails around Service Tasks, Time-to-Task and exception management, ensuring your service dollars are truly optimized.

Unparalleled Data Intelligence

Leverage the power of AI to gain a deeper understanding of your service delivery. Tekumo utilizes Cutting-edge technology to revolutionize service delivery.



TECHNOLOGY SUPPORTED



Print



Personal
System



Security



Digital
Signage



Servers &
Storage



Networking



Cabling



RPOS



Wi-Fi / APs

Endless capabilities = Endless Opportunity



**Let's take a
closer look!**

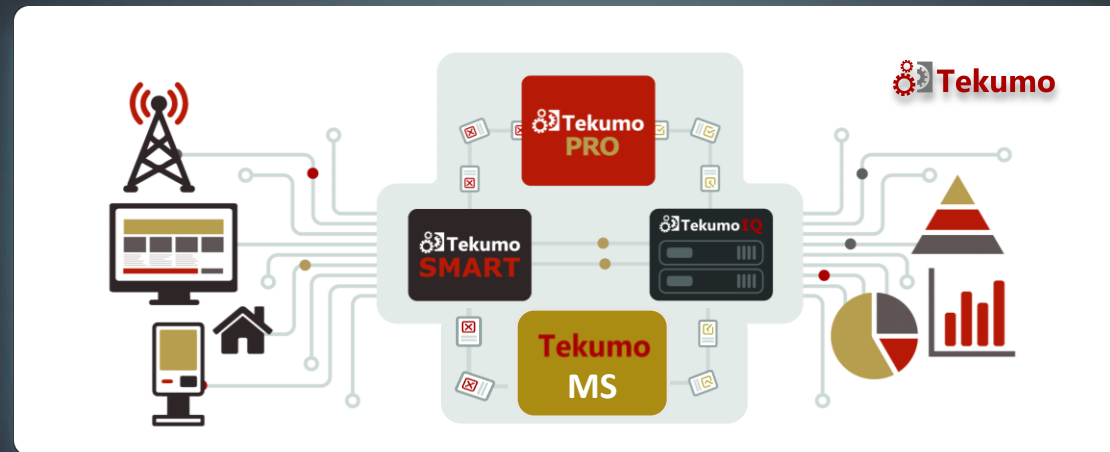
SYSTEM OVERVIEW

How **"SMART"** Device Monitoring, and Data intelligence **"IQ"**,
enables **"PRO"** Service Management



WORKFLOW MANAGEMENT

Data-driven Resource Management and Workflow Analytics on an FSM Platform



TekumoSMART

A system that monitors and manages sensors, devices gateways, hubs, data and smart technologies

TekumoPRO

Connects Enterprises, VARs, and OEMs with local skilled resources to install and maintain technology systems

TekumoMS

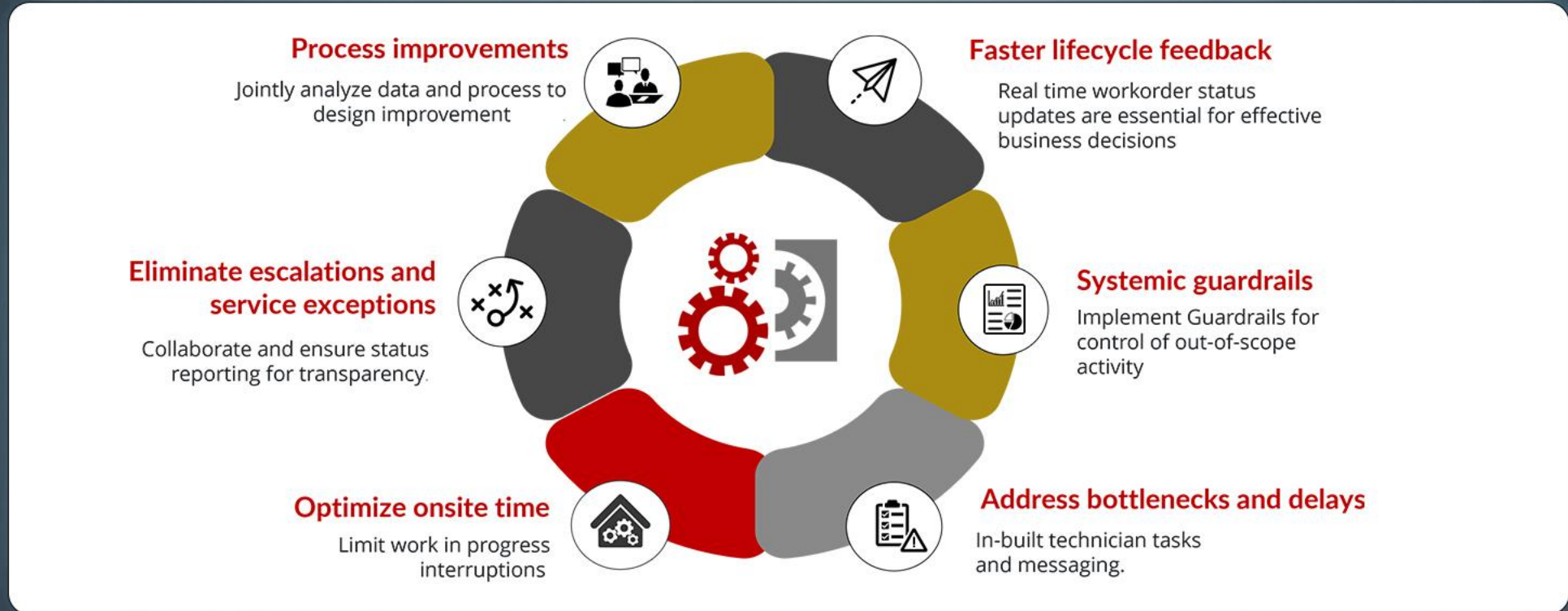
Direct managed support, local sourcing, and project management for enterprise partners with end-to-end SLA ownership

TekumoIQ

Provides real-time visibility to Metrics on all assets and services, accessible via dashboards or directly delivered into your ecosystem



TEKUMO WORKFLOW AND PROFITABILITY ACCELERATORS



Leveraging Data and Automation to increase efficiency and profitability



FASTER LIFECYCLE MANAGEMENT

Job Tracker - Open Orders

Open Orders (11/135)

Search... CompuCom All Projects

ID	CWO#	Working On It	Location	SLA	Schd	Schd Time	Tim	ETA Date	ETA TI	Stage	Stage Display	RCV	PUB	SRC	ASN	CONF	ENR	SITE	CHK	RVW
25322	C220626-17264204	Jenny Uy	ULTA COSM COOKEVILL TN	NBD4	06/29/2022	04:00 PM	CT	06/29/2022	04:00 P...	CHECKOUT	8									
25325	C220627-17264600	Patrick Moore	NTT DATA/WAYNOKA OK	NBD4	06/30/2022	10:00 AM	CT			SOURCING	3									
25359	C220629-17269040	Jenny Uy	STATE FARM CHINOOK MT	SBD4	06/30/2022	10:00 AM	America/Bc			SOURCING	3									
25337	C220627-17265496		NTT DATA / HEATH SPRING SC	SBD8	06/30/2022	03:00 PM	ET	06/30/2022	03:00 P...	CONFIRM	5									
25357	C220629-17268705		STATE FARM PALMDALE CA	NBD4	06/30/2022	02:00 PM	PT			ASSIGNED	4									
25364	C220629-17269924	Andrew Lyon	ULTA COSM TWIN FALLS ID	NBD4	06/30/2022	03:30 PM	America/Bc			SOURCING	3									
25365	Test Ticket #1 Comp...		NEC/7-ELEV VANCOUVE WA	NBD4	06/30/2022	03:00 PM	PT			SOURCING	3									
25350	C220628-17267434		ULTA COSM FAIRBANKS AK	NBD4	06/30/2022	05:00 PM	America/Ju	06/30/2022	05:00 P...	CONFIRM	5									
25362	C220629-17269715		NTT DATA/F NEW YORK NY	SBD	07/05/2022	11:00 AM	ET			SOURCING	3									
25328	C220627-17265022		HD SUPPLY CITY OF IN CA	NBD4	07/05/2022	10:00 AM	PT			ASSIGNED	4									
25355	C220629-17268538	Kellen McDonald	NWN/CHN/ELMIRA NY	NBD4	07/07/2022	08:45 AM	ET	07/07/2022	08:45 A...	ASSIGNED	4									

RCV DIAG CRB SRC ASN CONF ENR SITE RSP COMP CHK RVW CLS ONHLD CNCL

R A DI PO D P S AS PC EC SOC T PP ETA CI PU TS E TK M(7) CH EM RC TC DC PR NP TCO C RE(0) SC D SLA B I TP H X

Job Tracker provides a visual spreadsheet representation of the status of all open workorders, with direct click-through to order details, messaging, workflow and invoicing



SYSTEMIC GUARDRAILS



ALERT: Standard TTT hour(01:30 hour(s)) is about to exceed on Order 47680(01:00 hour(s)) ✎

ALERT: Follow-up is required on order 39952: Standard TTT hour(01:30 hour(s)) is about to exceed(01:00 hour(s))

Due 12/14/2024 7:55 am. Assigned to Ishraq Sadhan. Created BY Ishraq Sadhan at 04/15/2024 2:34 pm. **MEDIUM**

Required Customer Response: NO

Order Parts ✎

Due 10/12/2023 12:46 pm. Assigned to Ishraq Sadhan. Created BY Graham King at 04/11/2024 9:46 am. **HIGH**

Completed by Graham King at 04/11/2024 9:46 am.
Required Customer Response: NO

3:35 PM Edited

TEKUMO ALERT: SLA RISK

Order 11561: TRACTOR SUPPLY: Troubleshoot/Replace VeriFone

Scheduled Time: 02/10/2021 12:00pm

OPEN ISSUE: PARTS Not Onsite

Please click [here](#) to go to the work order details

Systematic monitoring and alerts on Order Status, Time To Task (TTT) and other engagement parameters



ADDRESS BOTTLENECKS AND DELAYS



Intelligent and Actionable Data provide visibility into delays and unnecessary expenditure




OPTIMIZE ONSITE TIME

The screenshot displays the Tekumo messaging interface. At the top, the Tekumo logo is visible. Below it, a navigation bar includes tabs for 'Order Details', 'Vendor', 'History', 'Messages', and 'All'. The 'Messages' tab is currently selected. The main content area shows a 'Messaging' section with a list of messages. Each message is dated '06/26/2022 6:03pm' and is from 'customer'. The messages contain technical details such as 'Ref KB104144.1. Ordering MX925 Pin Pad ULTA-MX925. Tech to verify issue before replacing any parts. Tech is to schedule time with the manager to perform work. Once onsite, tech must call into the ULTA Service Desk see HelpNet Documentation.', 'Integration 06/26/2022 6:03pm from customer', 'PO Number =', 'Serial Number =', 'Model Number =', 'Model Description =', 'Equipment Category ULTA Computer Name Pin Pad/Signature Capture Verifone MX925 Pin Pad Only', and 'RE: Re: Case # C220626-17264204'. A 'Client Portal case creation confirmation' is also visible, including a URL to view the case and summary information: 'Client Name: ULTA Beauty', 'Primary Contact: Manager On Duty', 'Creator Name: Carlos Gutierrez', and 'Creator Email: Carlos.Gutierrez@ulta.com'. The problem description states: 'Problem Description: Please send a replacement verifone for reg01. Call the service desk to obtain the serial numbers (866) 679-8582'. On the right side, a filter menu is open, showing options for 'All', 'Customer', 'Vendor', and 'Internal'.

Real-Time communication between Customer, Tekumo, Vendors and Field resources via Internal Bi-directional messaging



ELIMINATE ESCALATIONS & SERVICE EXCEPTIONS

 Tekumo

Order Summary Order Details Workflow Messages Teams Messages TekCloud Vendor

Technician Tasks

Pre visit

- Set Start Time**
Completed by Krystal Montez on 08/11/2023 at 10:22 am
- Control room is only available during nonbusiness hours. Call Tekumo L2 Support if you are asked to go in the control room during business hours. You must document the name and title in the notes of who granted access.**


On site

- Check In**
Completed by work-market technician on 08/21/2023 at 5:19 pm
- Check out**
Completed by work-market technician on 08/21/2023 at 7:56 pm

Mitigate Service escalations with Pre-Site, Onsite and Post Site Tasks. Ensure SLA alignment of Field resources through the Work Order lifecycle



PROCESS IMPROVEMENT



Order Summary Order Details Workflow Messages Teams Messages TekCloud Vendor

... Order 39952: Description 1 - City, State

Order Summary Order Details Workflow Messages Teams Messages

Ticket Details

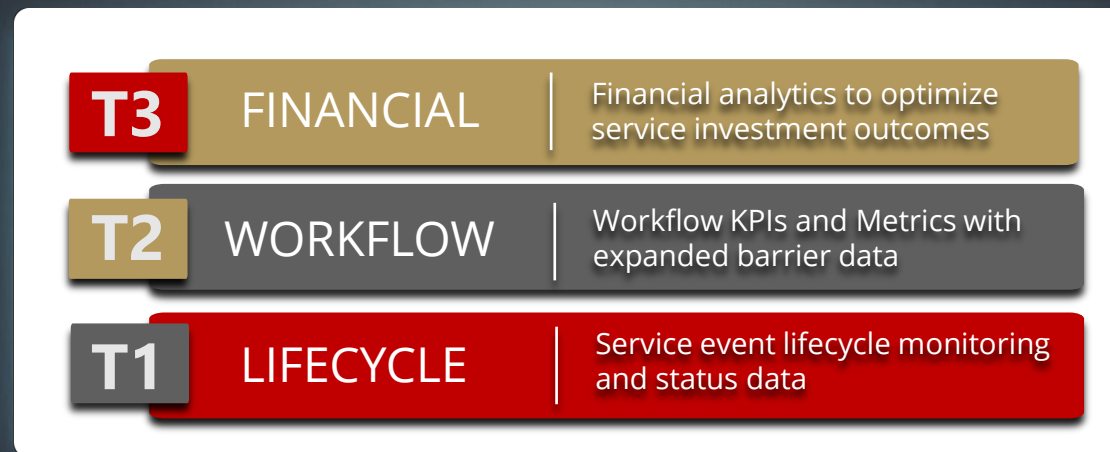
Custom Fields	
Name of Support Representative	Sam Support
First & Last Name of MOD/Site Contact	Joe Customer
Materials? If so, qty and description	None
Issues/Delays Onsite?	30 minutes waiting for Joe
Site Access Code	56784

Publishing site access codes to Service Technician has reduced Tech Support hold times by 45 min. per ticket for this Partner

Data Science and Collaboration drives Field Delivery process refinement, increase tech utilization and decreases unbillable service time



THREE-TIER KPI & METRICS ARCHITECTURE



**Process Intelligence Unlocks the Service Operations
'Black Box'**



KEY TAKEAWAYS

1. The Tekumo platform provides strategic capability to control costs and enhance your field delivery operating model for the future
2. It starts with comprehensive trackable and reportable data
3. Expanded KPI's and metrics, *across all data*, offers a huge return on investment
4. Time is of the essence in this age of automation and AI. The New Math = more profitability with fewer people.

NEXT STEPS...



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"SYNERGY IS WHERE THE SUM IS GREATER THAN THE WHOLE OF IT'S PARTS"
LET'S EXPLORE THE FUTURE TOGETHER!