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Tekumo

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'

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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.

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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.

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TECHNOLOGY SUPPORTED

Tekumo

Print | Personal System | Security | Digital Signage | Servers & Storage | Networking | Cabling | RPOS | Wi-Fi /APs

Endless capabilities = Endless Opportunity

SYSTEM OVERVIEW

How “SMART” Device Monitoring, and Data intelligence “IQ”, enables “PRO” Service Management

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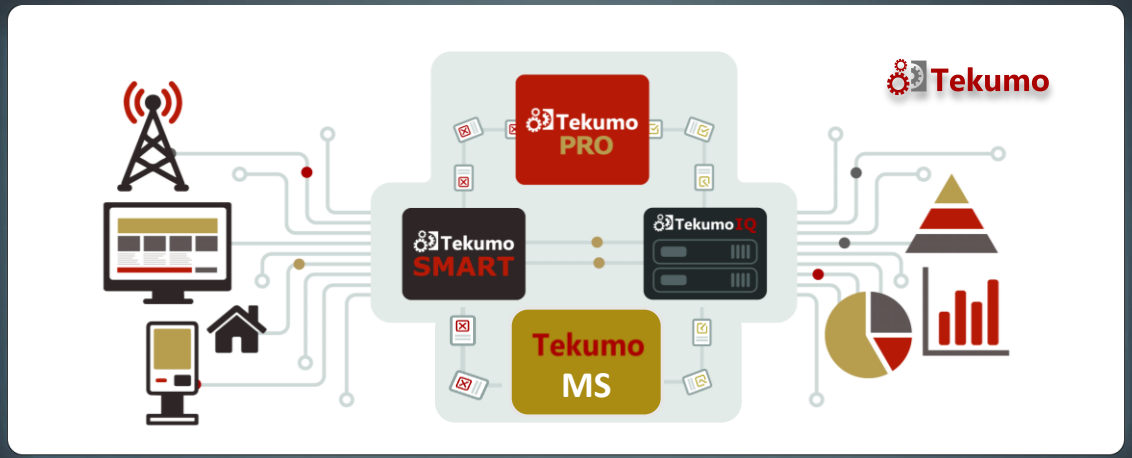
WORKFLOW MANAGEMENT

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

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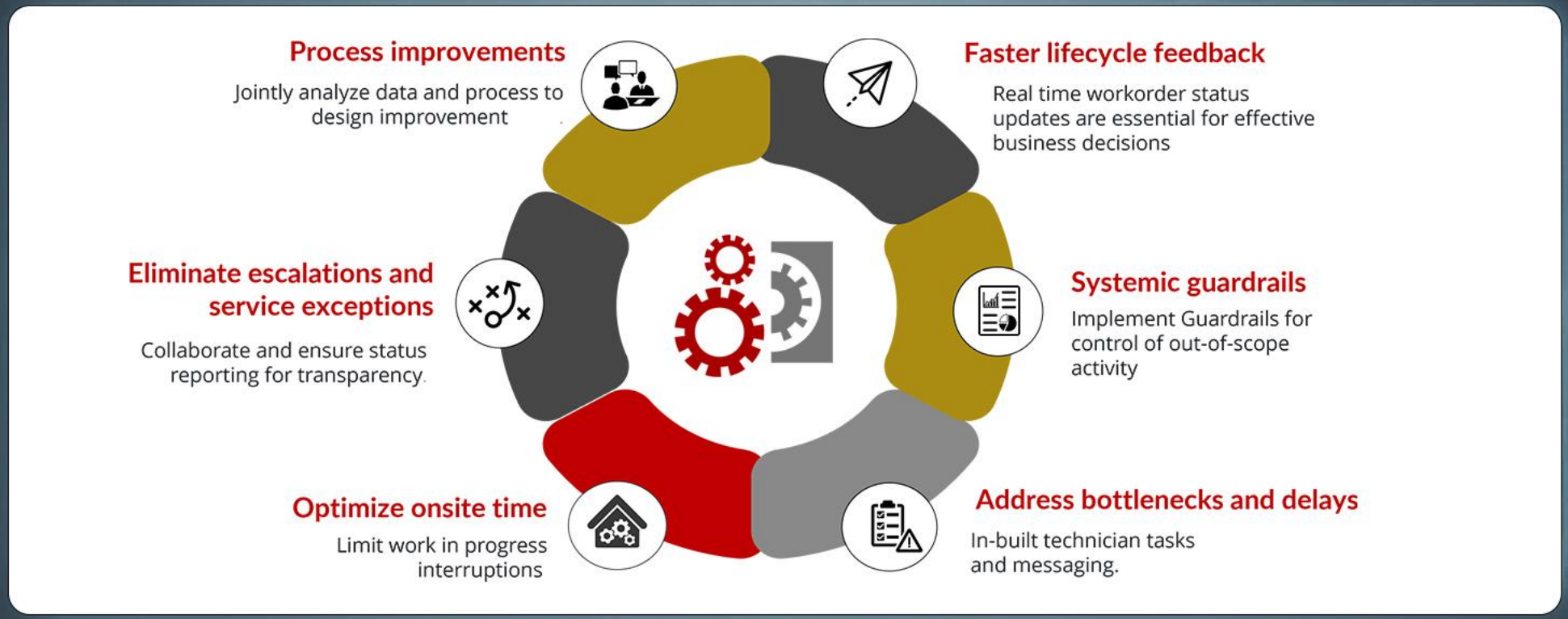
TEKUMO WORKFLOW AND PROFITABILITY ACCELERATORS



Leveraging Data and Automation to increase efficiency and profitability

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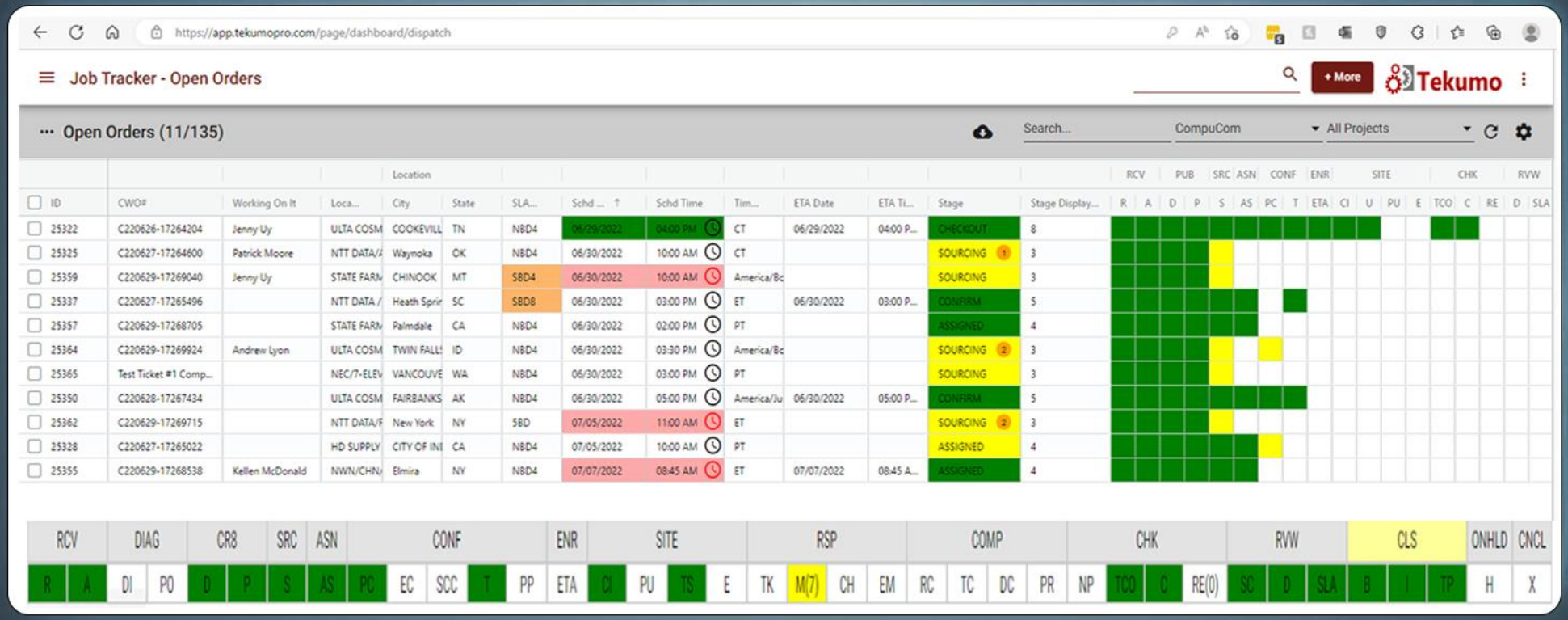
FASTER LIFECYCLE MANAGEMENT



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

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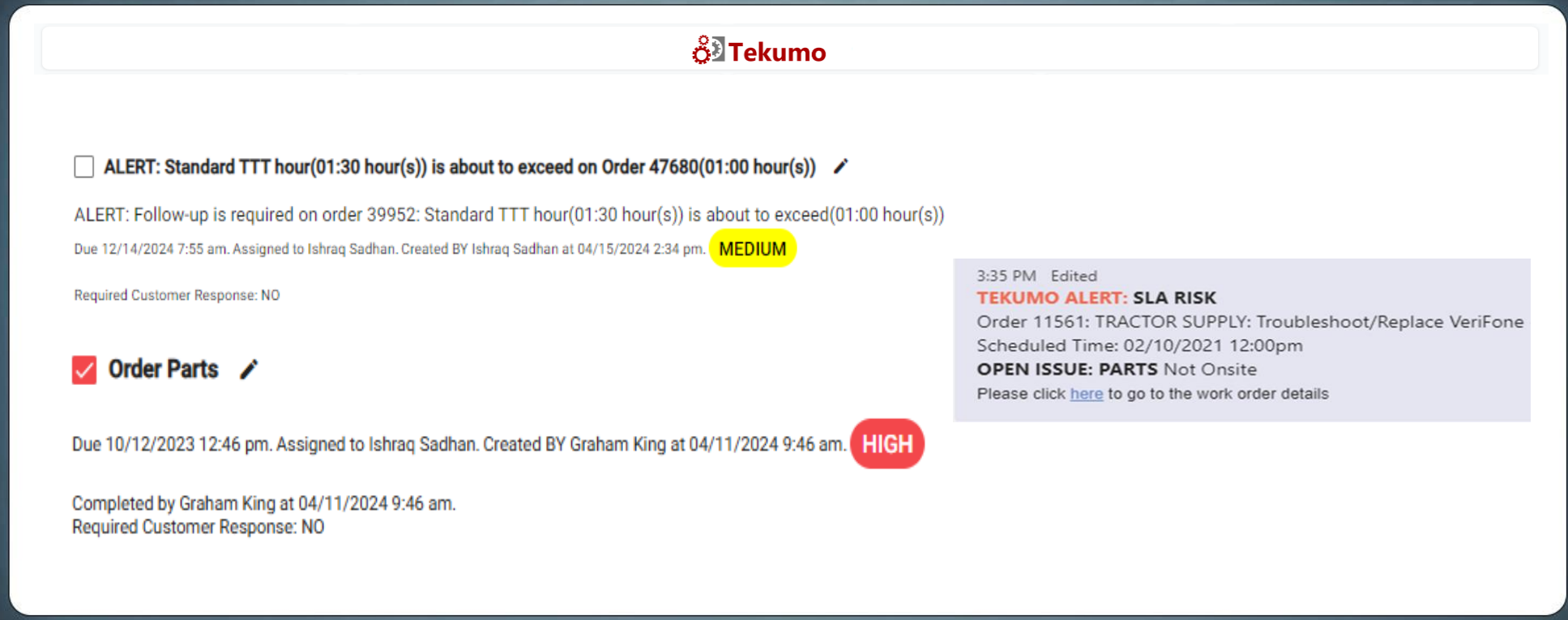
SYSTEMIC GUARDRAILS



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

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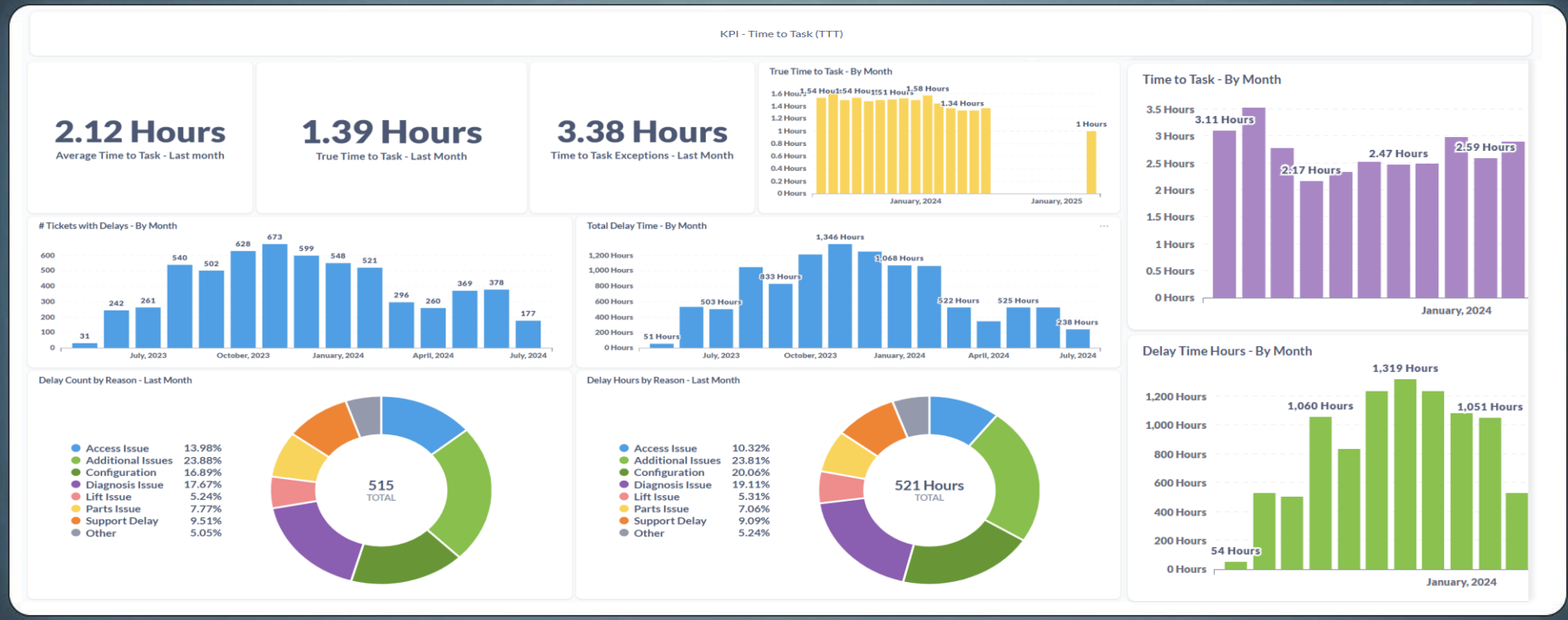
ADDRESS BOTTLENECKS AND DELAYS



Intelligent and Actionable Data provide visibility into delays and unnecessary expenditure

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OPTIMIZE ONSITE TIME

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

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ELIMINATE ESCALATIONS & SERVICE EXCEPTIONS

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

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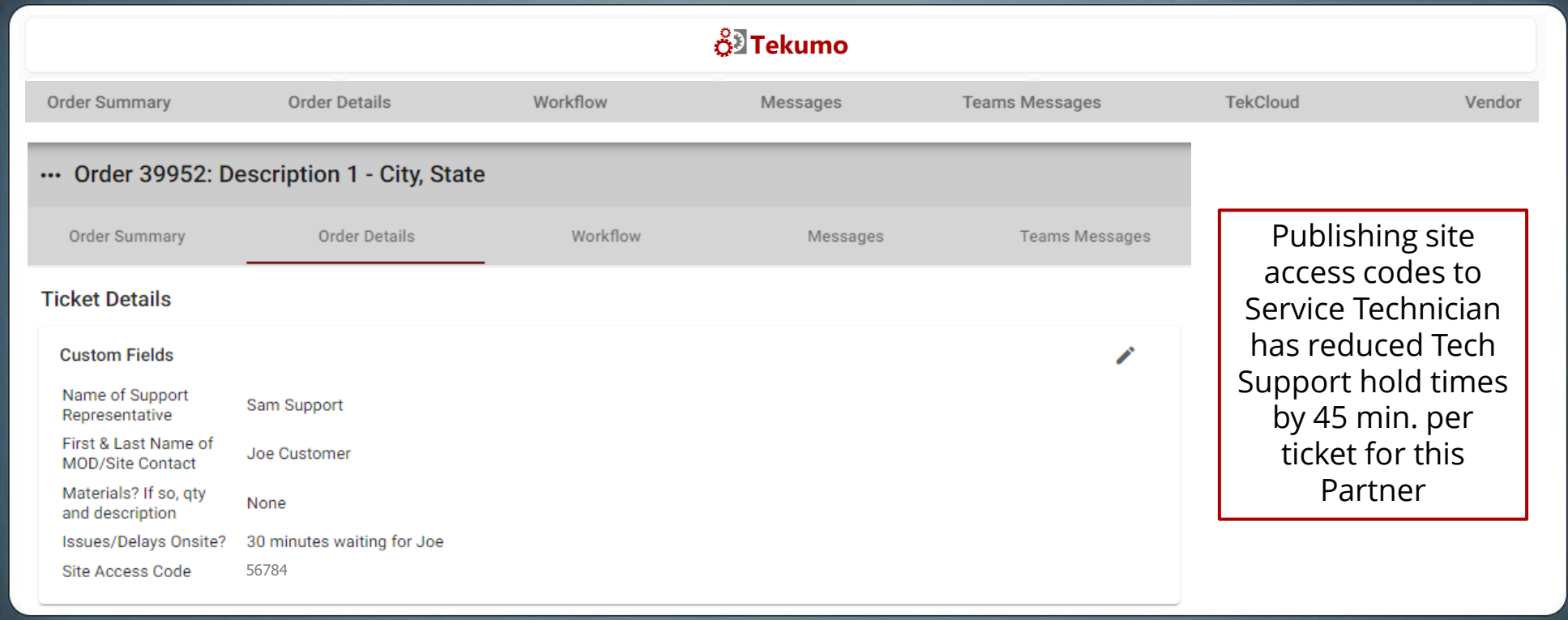
PROCESS IMPROVEMENT



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

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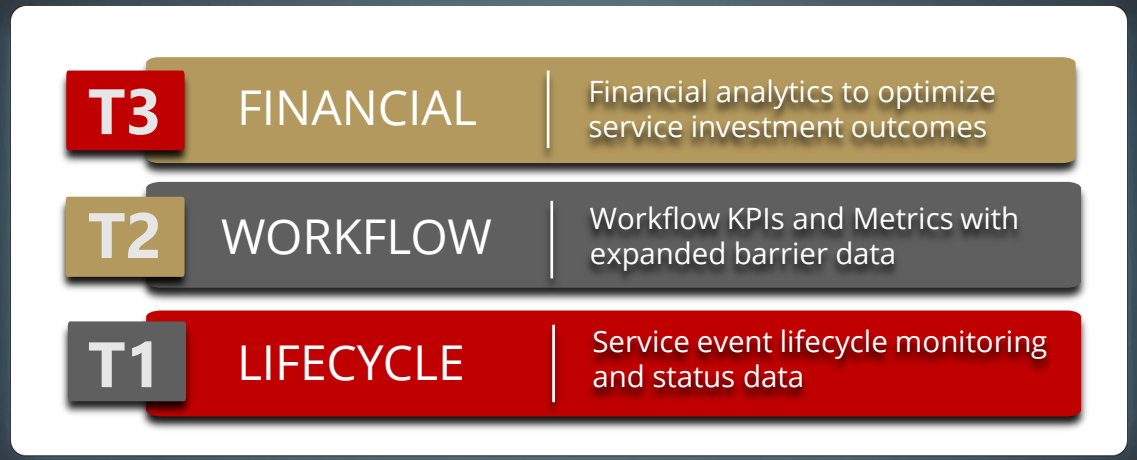
THREE-TIER KPI & METRICS ARCHITECTURE



Process Intelligence Unlocks the Service Operations 'Black Box'

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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.

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NEXT STEPS…

Tekumo

Derrick Youngblood – CRO
dyoungblood@tekumo.com
(714) 380-8281

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

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