

GLOBAL SERVICES FACT SHEET

IT is not an option—it's a strategic necessity. Superior business performance and competitive advantage depend on knowing how to get IT done.

Every year, TEKsystems partners with more than 6,000 clients. Every week, we speak with over 100,000 IT professionals. Our connections within the IT workforce provide us with a real-world pulse on what works in getting IT done and who does IT best. TEKsystems Global Services® leverages our unique perspective within our clients' organizations and our extensive TEKsystems network to deliver a proven suite of IT services that work where it matters most—in practice.

TEKsystems Global Services practice areas



Applications Services

To remain competitive, you not only need to plan, build and run your IT applications projects successfully, you also need to optimize application performance to gain the benefits of business intelligence. From BI services to ERP support, custom software development, QA and testing, mobility and application management outsourcing services, we help you keep pace with business demands, realize return on investment and minimize risk. Further, we can support your transition to Agile methods to increase speed to market and enhance collaboration between business units and IT.



Network Infrastructure Services

As technology becomes more complex, data volumes grow and the pace of business change accelerates, IT organizations must ensure their network infrastructure environment is flexible, agile, secure and well-managed. We provide Network Infrastructure Services to address critical components of IT Service Management (ITSM), information security and infrastructure and communications services (Unified Communications and Collaboration, core infrastructure services). Additionally, we offer level I, II and III support desk services and technology deployment services that maximize productivity and drive down operational costs.



Training and Education Services

IT is constantly evolving. To keep pace and maximize return on your IT investments, you must equip your employees with the needed skills. Through our suite of IT and business training courses and custom learning solutions, we help you drive skill development and enterprise-wide adoption of new technologies.

TEKsystems at a Glance

- \$3.7 billion annual revenue
- Privately held company within Allegis Group, a \$10.8 billion enterprise
- 6,000+ customers including 82% of the Fortune 500
- More than 100 locations throughout North America, Europe and Asia
- 93% of clients say we help them achieve quantifiable outcomes
- Achieve 30% higher client satisfaction versus the competition
- 98% client retention
- Global delivery capacity with near-shore, on-shore and off-shore Solution Centers to provide worldwide reach
- 5,000 full-time employees
- Deep expertise across Applications, Network Infrastructure, and Training and Education Services
- ISO 27001 Information Security-certified Centers
- ISO 9001:2008 quality-certified processes
- Scalable, flexible delivery models

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EVERY BUSINESS STRIVES TOWARD **AN IMPROVED FUTURE STATE**;
OUR STRENGTHS AND CAPABILITIES HELP YOU GET THERE.

What you need, the way you want it

We don't force your problems into our solutions; our services are custom-made to work within your team, environment and business. We partner with you to understand your business targets and the gaps between your current and future state. Then we custom build our solutions to address key needs related to people, projects or full work functions. Whether you require a managed resource solution, training, project-based services or full-scale outsourcing, we have the experience and know-how to deliver the results you need.

We also capture, maintain and transition the institutional knowledge and insight required for our teams to execute IT projects successfully, regardless of strategic changes in your organization or ebbs and flows in the level of support you need. Since we meet you where you are, we can help you define, mature and optimize how and where IT is performed.



Global Delivery Network

We offer a global delivery network consisting of five primary solution centers that are ISO certified, employing IT professionals worldwide. Depending on the scope and scale of client needs, we can also provide captive solution centers for our clients that require single tenant, dedicated IT teams.

Results you can count on

The flexibility we offer is grounded in our disciplined approach to service delivery. We run formal quality management programs that ensure all of our service methodologies are based on best practices that produce tangible results for our customers. These programs also drive our continuous improvement efforts that increase quality, reduce cost and mitigate risk on our client engagements. We regularly collect client feedback through satisfaction surveys, research emerging industry trends and build enhancements into our business models based on new opportunities and real-world lessons learned. TEKsystems' project management and governance programs ensure every TEKsystems engagement is aligned with what we know works best. You receive expert oversight and resources to drive consistent performance and measurable outcomes.

An accountable partnership

Whether we're providing discrete project services or managing full-scale IT programs with a significant scope, budget and timeline, we operate as a genuine partner with our clients. Throughout every engagement we lead and support, you can count on our personal commitment to work in your best interests and create real business value. People do business with those they trust—we always do what we say we will, and we stand by our results.

The best people for the job

In addition to our full-time TEKsystems Global Services practice staff located in North America, Europe and Asia, we are connected to an unparalleled global network of credentialed IT experts, enabling us to quickly assemble teams who can do just about anything in IT. We maintain relationships with 81 percent of the total IT workforce and continuously build upon those relationships. This reach, in tandem with our proprietary Staffing Quality Process®, enables us to assign the best-suited talent in each market we serve and on each engagement.

Optimizing how service is delivered

As you plan your IT initiatives, it is increasingly important to address workforce skill gaps and build the human capital capabilities you need to address new trends in IT. We help you determine the best workforce-planning models to support your goals by accounting for training and education needs, permanent hiring, contingent labor, full-fledged outsourcing, and everything in between. Our unparalleled understanding of the IT workforce and sound human capital management practices enable us to optimize IT performance.

Learn more at **TEKsystems.com**

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