



## TEKSYSTEMS OVERVIEW

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Our people make IT possible.

# TEKSYSTEMS

## COMPANY OVERVIEW

*Businesses are challenged to stay ahead of the latest trends and competitive developments, while building a responsive and agile IT capability to support growth. Since everyone has access to the same tools, technology alone does not offer a competitive advantage.*

*Your advantage depends on how you apply technology—namely, who does it and how it is done. Mastery of these fundamentals can propel an organization from its starting point to something truly powerful.*

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### What we do

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*TEKsystems makes it easier to get IT done by deploying the right people, the right way. We help clients achieve business targets in three main ways:*



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## IT staffing solutions

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*TEKsystems' IT Staffing Solutions secure and optimize the most strategic and variable component to success—your people. Combining our 3,000 recruiting specialists, our relationships with more than 81 percent of the IT workforce and our proprietary Staffing Quality Process®, we source and secure the right IT professionals required to get the job done.*

### Applications Staffing Solutions

Supports all stages of the applications life cycle, including analysis, design, development, testing, implementation and maintenance

### End-User Support Staffing Solutions

Supports service desk, help desk, desktop support and technology deployments

### Network Infrastructure Staffing Solutions

Supports infrastructure, storage, unified communications, virtualization, cloud, data center and security initiatives

### Communications Staffing Solutions

Supports installation, maintenance and traditional communications needs

Our reach from over 100 locations worldwide, in tandem with our five-step, proprietary Staffing Quality Process, enables us to find the talent you need in each local market—and ensures they are the best suited to accomplish the job at hand.



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## Beyond pure staff augmentation

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*We meet you where you are and take you where you want to go—the way you want to get there. If your needs extend beyond pure staff augmentation, we can expand and calibrate our staffing solutions to deliver precisely what you are looking for.*

### TEKsystems Managed Services

Our managed services teams work as a flexible extension of your team and can ebb and flow in number and skill composition as work demands change. As a standard part of our managed services offering, we assume responsibility for resource planning, staffing and utilization. Additionally, we manage explicit human resources activities such as training, onboarding and performance reporting.

As your needs dictate, we can also provide experienced service delivery managers. These managers provide operational oversight required to achieve defined SLAs and drive continuous improvement efforts. To successfully

deliver desired business outcomes as we ramp teams up or down, service delivery managers will ensure we capture and document relevant work processes, standards and management practices related to our scope of work.

Under a managed services global delivery model, the ultimate location where your work is performed is flexible and depends on your strategic vision for specified workflows. We can house our managed services team on site, off-site stateside, near shore, off shore or in several locations simultaneously.

## IT talent management expertise

*The success of any initiative hinges on the quality of the people driving it. Our IT talent management expertise ensures you attract, develop and retain the best IT professionals required to achieve your business targets better, faster and more cost-effectively.*

### Expert IT workforce perspective

#### Client insight

We serve thousands of clients annually. This client insight enables us to know who's doing what with their IT workforce and which practices work best.

#### Local IT labor market expertise

We are experts in the local IT labor market. We know supply and demand intelligence, where the best performers are, what they cost and which strategies are ideal for IT talent attraction and retention.

#### Primary research studies

We invest heavily in research to analyze emerging trends in IT and assess the psychology of the IT worker. Our findings enable us to improve our business model and advise you on workforce management strategies that can help you achieve your business targets.

### Advice that strengthens the core of your organization

We consult and advise on the following topics to drive successful IT initiatives:

- Candidate screening and selection
- Compensation analysis and rate benchmarking
- Contract and direct placement onboarding
- Employer branding and employee value propositions (EVPs)
- Performance management, coaching and feedback
- Succession management
- Workforce planning strategies
- Talent sourcing and attraction
- Training and education best practices





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## IT services

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*Every year, we partner with more than 6,000 clients. Every week, we speak with over 100,000 IT professionals. Our connections with the IT workforce provide us with a real-world pulse on what works, how to get 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 proven IT services that not only work in theory but also where it matters most—in practice. Our suite of Global Services can be delivered under a managed, project-based or fully outsourced model.*

### 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. Our applications solutions and specialized expertise encompass application development and management, data services, and QA and testing. We help you realize return on investment while minimizing risk.

#### 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, information security and unified communications and collaboration. 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 critical skills. Through our suite of IT and business training and custom-developed education solutions, we help you drive skill development and enterprise-wide adoption of new technologies.

## How we partner with you

*TEKsystems meets you where you are and takes you where you want to go, the way you want to get there. Each step of our engagement model enables us to tailor our services, delivery approach and resource plans to provide you with the best value and highest return on investment.*



We begin our partnership by seeking to understand your business targets and the gaps between your current and future state. We then custom-build our solutions to address key gaps related to people, projects or work functions, using whichever delivery models make sense for you. This approach ensures we operate as a seamless extension of your team. It also produces highly customized results, giving you exactly what you need—when, where and how you want it.

## TEKsystems Client Engagement Model

*The Client Engagement Model demonstrates how TEKsystems partners with clients to help achieve business goals.*





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## What makes us different

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*We bring together an unparalleled network of credentialed IT professionals, real-world insight into how IT gets done and demonstrated methods that optimize businesses' most variable and only renewable asset—human capital. Our solutions are no-nonsense, delivered through teams of proven professionals and based on experience with what works where it matters most—in practice.*

### What you need, the way you want IT

As you embark upon your IT initiatives, we free you from managing resources, workflows and functions that you don't want or need to manage. We work with you to assess your business targets, evaluate requirements and support you where you need us. Whether you require staff augmentation, training, project-based services or full-scale outsourcing, we have the experience and know-how to deliver.

### Proven solutions based on practical, real-world insight

Our connections into the IT workforce provide us with a real-world pulse on what's going on in IT, what's working and who does IT best. We construct practical, "tried-and-true" IT services that not only work in theory but also where it matters most—in practice. All of our service methodologies are supported by formal quality management programs, ensuring we keep pace with best practices and drive continuous improvement efforts.

### IT talent management expertise

Through hundreds of thousands of daily interactions and careful IT workforce research, we understand the IT professional unlike anyone else. This insight forms a solid foundation for all of our services. By helping our clients attract, develop and retain great IT professionals, we empower them to achieve their business targets better, faster and more cost-effectively.

### The biggest IT network

We are connected to an unparalleled global network of IT experts. Our reach, in tandem with our proprietary Staffing Quality Process®, enables us to quickly assemble the IT talent you need in each local market—we can also ensure they are the best suited to accomplish the job at hand.

### A trustworthy and accountable partner

We are dedicated to helping our clients and consultants achieve their goals. You can count on our personal commitment to work in your best interests and to seek ways to add real business value. Relationships built on trust are everything to us. We do what we say we will do—and we stand by our results.

### TEKsystems at a glance

- \$3.7 billion in annual revenue
- Privately held company within Allegis Group, a \$10.8 billion enterprise
- 6,000+ customers, including 82% of the Fortune 500
- Achieve 30% higher client satisfaction versus the competition
- 98% client retention
- 93% of clients say we help them achieve quantifiable outcomes
- Over 100 locations throughout North America, Europe and Asia
- 5,000 full-time employees
- 80,000 IT consultants deployed annually
- Staffing specialists speak with 100,000 IT professionals weekly
- Relationship network includes 81% of the domestic IT workforce
- Ranked by Staffing Industry Analysts as No.1 since 2000

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## We have more than 100 locations across North America, Europe and Asia.

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### North America

#### United States

##### Alabama

Birmingham  
Huntsville

##### Arizona

Phoenix  
Tucson

##### Arkansas

Bentonville  
Little Rock

##### California

Los Angeles  
Orange County  
Sacramento  
San Diego  
San Francisco  
Silicon Valley  
Thousand Oaks  
Walnut Creek

##### Colorado

Colorado Springs  
Denver  
Westminster

##### Connecticut

Fairfield  
Hartford

##### District of Columbia

##### Florida

Destin  
Fort Lauderdale  
Jacksonville  
Miami  
Orlando  
Pensacola  
Tallahassee  
Tampa

##### Georgia

Atlanta  
Atlanta (North)

##### Hawaii

Honolulu

##### Idaho

Boise

##### Illinois

Bloomington  
Chicago  
Downers Grove  
Fairview Heights  
Schaumburg

##### Indiana

Fort Wayne  
Indianapolis

##### Iowa

Cedar Rapids  
Des Moines

##### Kansas

Kansas City  
Wichita

##### Kentucky

Louisville

##### Louisiana

Baton Rouge  
New Orleans

##### Maryland

Baltimore\*

##### Massachusetts

Boston  
Framingham

##### Michigan

Detroit (East)  
Detroit (West)  
Grand Rapids

##### Minnesota

Minneapolis  
St. Paul

##### Missouri

St. Louis

##### Nebraska

Omaha

##### Nevada

Las Vegas

##### New Hampshire

Portsmouth

##### New Jersey

Parsippany

##### New Mexico

Albuquerque

##### New York

Albany  
Buffalo  
Long Island  
New York City  
Rochester

##### North Carolina

Charlotte  
Greensboro  
Raleigh

##### Ohio

Cincinnati  
Cleveland  
Columbus  
Dayton

##### Oklahoma

Oklahoma City  
Tulsa

##### Oregon

Bend  
Portland

##### Pennsylvania

Harrisburg  
Pittsburgh  
Philadelphia  
Philadelphia (South)

##### South Carolina

Charleston  
Greenville

##### South Dakota

Sioux Falls

##### Tennessee

Knoxville  
Memphis  
Nashville

##### Texas

Austin  
Dallas (East)  
Dallas (West)\*  
Fort Worth  
Houston  
Houston (Downtown)  
San Antonio

##### Utah

Salt Lake City

##### Virginia

Falls Church  
Reston  
Richmond  
Roanoke  
Virginia Beach

##### Washington

Seattle (Downtown)  
Seattle (East)

##### Wisconsin

Appleton  
Madison  
Milwaukee

#### Canada

##### Alberta

Calgary  
Edmonton

##### British Columbia

Vancouver

##### Ontario

Ottawa  
Mississauga  
Toronto

##### Quebec

Montreal\*  
Westmount

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### Europe

#### Belgium

Brussels

#### France

Paris

#### Germany

Frankfurt

#### Netherlands

Amsterdam  
Utrecht

#### Sweden

Stockholm

#### United Kingdom

Birmingham  
Bracknell  
Edinburgh  
Glasgow

London

Manchester

Newcastle upon Tyne

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### Asia

#### India

Bangalore\*  
Hyderabad\*

\*includes solution center