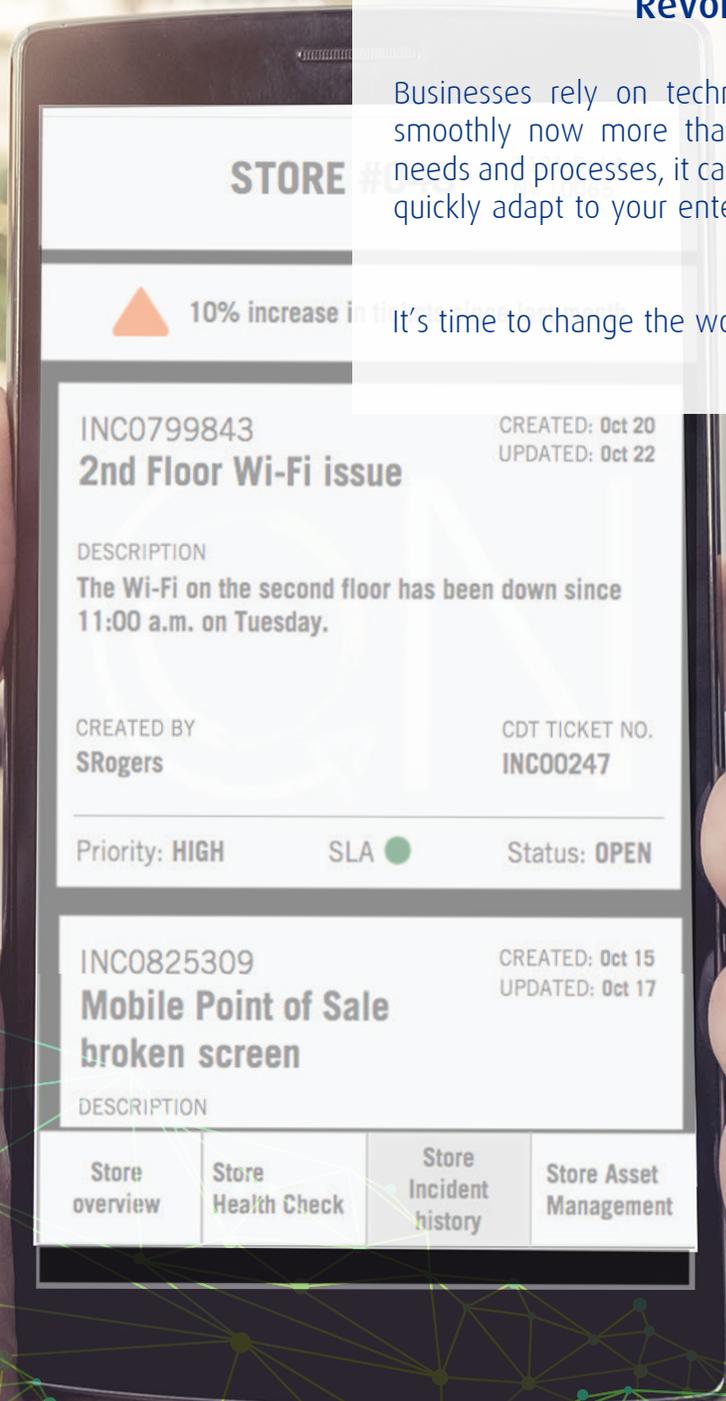


stefanini
TECH
ON THE GO

Revolutionary Digital Solutions at the Touch of a Button

Businesses rely on technology to keep their operations running smoothly now more than ever before. However, with unique IT needs and processes, it can be hard to find exceptional technicians to quickly adapt to your enterprise. With the stakes so high, you need better solutions, faster.

It's time to change the world of technology services by bringing the solutions straight to your fingertips.





INTRODUCING STEFANINI TECH ON THE GO

Stefanini's Tech on the Go is a revolutionary mobile app designed to change the way your business does IT. No matter what your technological challenge is, our technicians will provide your unique business fast and world-class field service support—all at the touch of a button.

By cohesively connecting three key endpoints—the technician, the field service location, and the Stefanini team—we are elevating our deskside support service to build stronger relationships through clear communication.

Our technicians' preparedness and insight into the unique environment of each site will allow them to hit the ground running, resolve the issue, and be out your hair quicker, allowing you to get back to what's important:

Running your business.

Plus, through proactive monitoring with the Stefanini d³ tool, we can even identify potential issues before they occur, providing you with the support you need to ensure your business never stops.

It's time for better solutions. It's time for Tech on the Go.

YOUR IDEAL TECH SOLUTION—ANYTIME, ANYWHERE

With solutions a touch away and effortless proactive system monitoring, Tech on the Go will ensure your business not only keeps running smoothly but also performs optimally.

Unlike traditional field service, Tech on the Go quickly connects you with the ideal candidate for the job, while simultaneously supplying technicians with the information they need before they even arrive. Our world-class technicians will not only be able to access key details about your unique environment, but they will also be fully informed about past issues, system environments, and store-specific details to make sure you get the best service as fast as possible.

Additionally, Tech on the Go ensures that you get the high-quality, efficient help you need at your doorstep to solve your IT issues, sometimes before you know the issue is even there.

Through proactive system management with the integration of Stefanini's innovative d³ tool, we will be able to monitor your system's health and identify potential problems before they occur, meaning that your system will keep running, no matter what happens.

Stefanini Tech on the Go was created to drive more efficiency and world-class quality to our field services. By dedicating our service to enhance productivity and improve communication between our technicians, your business, and the Stefanini team, we're bringing faster solutions and unparalleled service to your unique enterprise.

STRONGER RELATIONSHIPS FOR STRONGER DIGITAL SOLUTIONS

With our robust experience and specialized skills in managed technology services, Stefanini has the expertise to deliver fast, efficient solutions to get your business back on track with minimal downtime. We apply that same high standard to our technicians. We interview each of our IT professionals with thorough background checks and history reviews to certify they are dependable experts.

Tech on the Go gives you access to this pool of highly-trained professionals and works to help you truly achieve the best of both worlds: the flexibility and availability of a shared technician, with the situational knowledge and expertise of a dedicated technician.

When technicians receive a job, they will also receive the vital information they need to understand your unique business and provide optimal support, along with practical data, such as the names of key points of contact in your store that they can speak with.

With this information, technicians will be prepared to provide the ideal resolution for your ticket before they even walk through the door. Not only will you save valuable resources with effective, fast solutions, but you will also save time by having someone who already knows your business inside and out.

COLLABORATION THROUGH CLEAR COMMUNICATION

Available globally and with over 35 languages supported, Tech on the Go will provide unprecedented results while saving your business valuable time and expenses.

When technicians receive a ticket, they will be provided with valuable information including:



STORE OVERVIEW
STORE HEALTH CHECK
STORE INCIDENT HISTORY

STORE ASSET MANAGEMENT
CHECKLIST MANAGEMENT

This allows your technician key insight into your business environment and direction as to the best solution for your enterprise. In addition to key data, technicians will also receive dynamic checklists for pre-arrival and onsite work, ensuring that they are fully prepared and detail-oriented for optimal solutions.

With a digitally assigned temporary ID, technicians will be able to efficiently work with your business to solve the IT issues on hand. They

will then update your Tech on the Go store information to allow the next technician even more insight and clarity on how to solve your challenges even faster.

By opening up lines of communication, we will ensure the information technicians need to provide optimal solutions is being shared accurately and efficiently. By collaborating to build a more connected world, Tech on the Go will drive efficiency, agility, and flexibility to your IT solutions.





GLOBAL CONCEPT, LOCAL SERVICE — THE STEFANINI DIFFERENCE

As a \$1B global service provider, Stefanini has robust experience in delivering high-quality results with customer service at our core. We are both big enough to provide the solutions to your business challenges, while being small enough to be a flexible and agile partner for your unique enterprise environment.

We apply this same methodology to Tech on the Go. The app brings together a global network of IT service and expertise while providing the ideal technician for your business straight to your door.

Stefanini leverages our uniquely skilled and expert teams to work with you to find ideal solutions and build the framework for success with key digital strategies, market insights, and customized solutions. With our robust experience, big-picture vision, and focus on user experience, we will help you to achieve the optimal solutions for your company.

It's time to revolutionize what IT can do. With Tech on the Go, let's build a brighter, more productive future for your business.

CO-CREATING SOLUTIONS FOR DIGITAL TRANSFORMATION

Stefanini understands that excellence, quality, and continuous innovation are factors that guarantee the overall satisfaction of our clients and build lasting business relationships. Since 1987, Stefanini has worked to exceed the expectations of our customers, employees, and shareholders through technology solutions and innovation. As a global provider of technological services, we are large enough to get the job done, while small enough to be customizable and flexible to your business' unique needs. Let's work together to digitally transform your business and build the solutions of tomorrow.



Headquarters
North America - Southfield, MI, USA
T 800-522-4451 | 248-357-2866
Global - Sao Paulo, Brazil
T +55 11 3039-2000
EMEA - Brussels, Belgium
T +32 2 620 20 20