

iTeam Inc.

Company Overview

iTeam is the leading provider of . . .



Contingent Workforce Solutions

for on-premise technology services

addressing critical enterprise staffing gaps

--- skill sets --- availability --- geography ---

with guaranteed results.

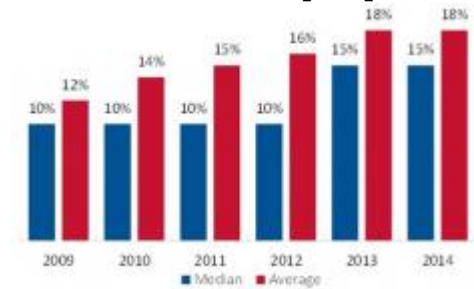
Workforce Megatrend



- **Megatrend**

- 1 out of 3 workers part of flexible workforce [Freelancers Union, Sept. 2014]
- Over 50% will be contingent by 2020
- Enterprises are seeking alternatives to expensive, underutilized, in-house resources

Contingent Share of Workforce
2009-2014 [SIA]



- **Leveraging the Extended Workforce Has Risk**

- Execution risk – managing contingent resources to a desired outcome is not your core strategic focus. Cost of poor execution can be substantial.
- Compliance / reclassification risk – non-compliance with labor laws and regulations can result in substantial penalties and liabilities



Outsourcing Your Workforce Can Have Big Payoffs



- Agility to respond to new business opportunities
- Substantial cost savings
- Increased profitability
- Increased market value

But, it must be done correctly!

iTeam Can Help



iTeam will . . .

- Manage the labor
- Own the execution
- Optimize your outcomes
- Delight your clients

Delivering a Guaranteed Result

Others focus on managing just the labor...



iTeam Manages the Tasks AND the Labor

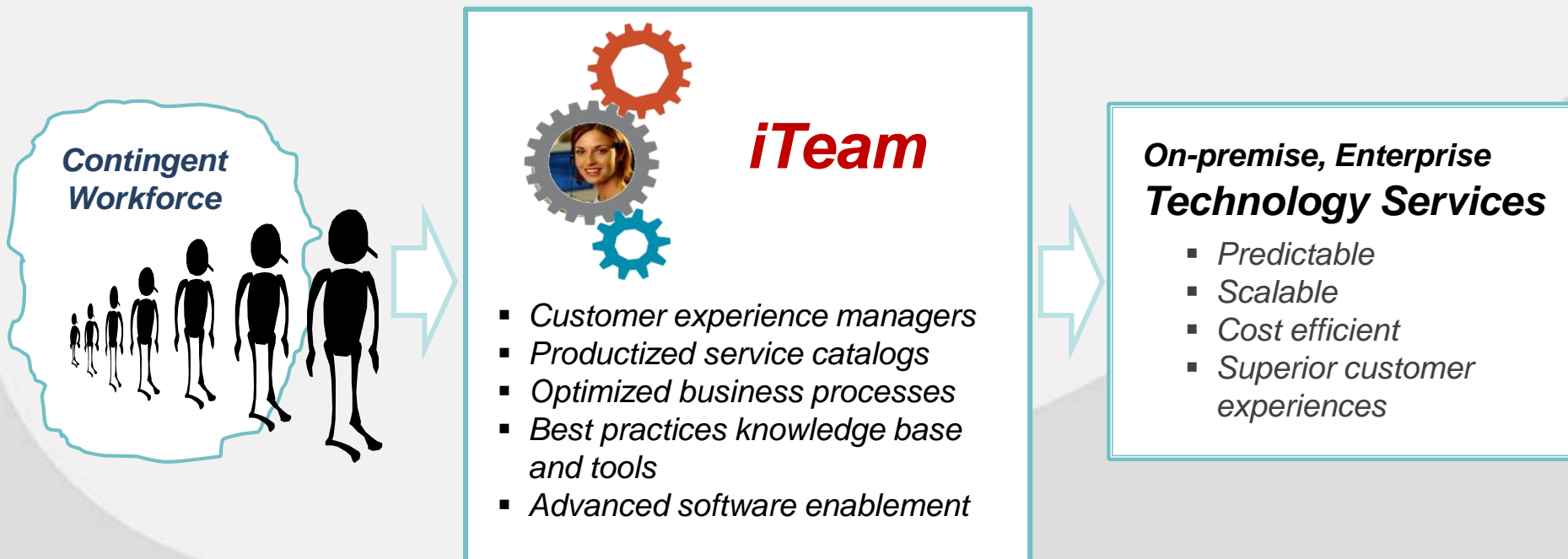
	<u>Features</u>	<u>Staffing Agency</u>	<u>MSP</u>	<u>VMS</u>	<u>Crowd Sourcing</u>	<u>iTeam</u>
Labor Focused	Find Workers	✓	✓	✓	✓	✓
	Credential Verification	✓	✓	✓	✓	✓
	Engagement Terms	✓	✓	✓	✓	✓
	Work Order Management	✓	✓	✓	✓	✓
	Payment	✓	✓	✓	✓	✓
Task Focused	Task Definition					✓
	Design/Optimize Delivery Approach					✓
	Establish/Enforce Quality Assurance Methods					✓
	Manage / Resolve Exception Events					✓
	Scheduling					✓
	Customer Experience Management					✓
	Customer Service Oriented Transaction Managers					✓
	Integrated End-to-End Technology Platform					✓

Delivering a Guaranteed Result

The “Secret Sauce”



- An advanced system of productization and structured management applied to the work delivery process and work product
- A combination of proprietary software, knowledge bases, and process optimization methods offer enterprises a better way to exploit contingent labor to deliver **on-premise technology services**

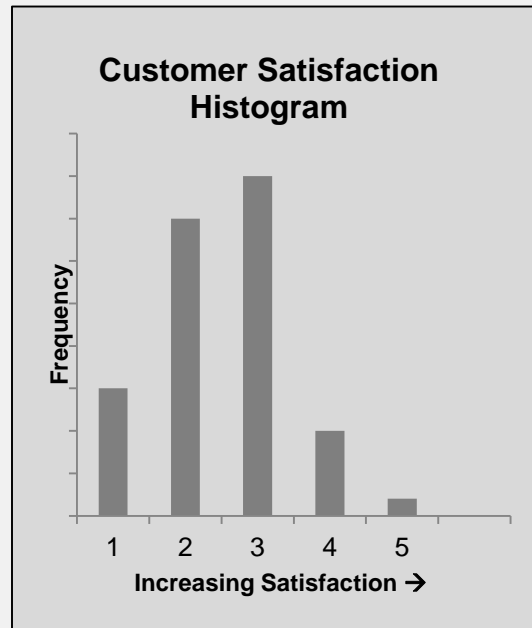


Delivering World Class Outcomes Saves \$, Works Better



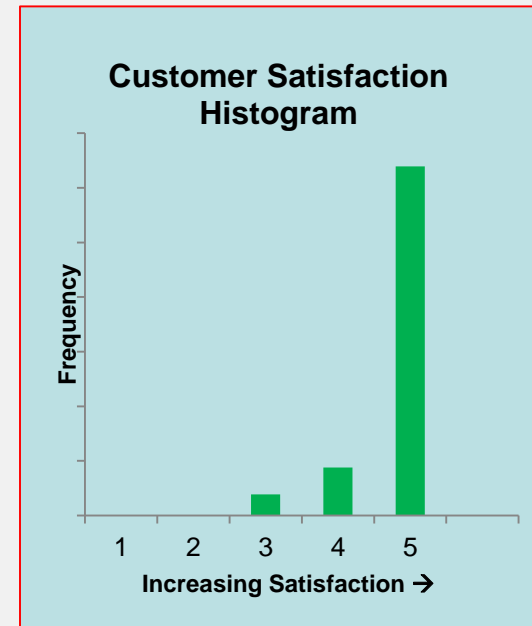
Traditional

Mean Customer Satisfaction
1.8



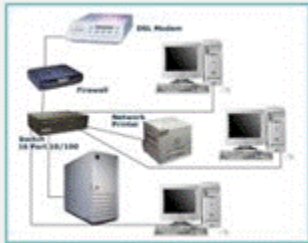
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Mean Customer Satisfaction
4.6



- Exception rates are 10x-20x lower than traditional service delivery models
- Over 2X improvement in Mean Customer Satisfaction

iTeam in Action



- **Install & Support POS (IMAC)**
- 14,000 locations, 50 states
- Ongoing multi-year project
- Property Management Firm's Weight Loss Center Client



- **Install Conduit, wiring, DEMARC extension, & backboards**
- 640 locations, 28 States
- 2 Year project
- Retailer



- **Swap PCs & Printers**
- 15,000 locations, 50 states
- 5,000 swaps per year
- Ongoing multi-year project
- Retailer



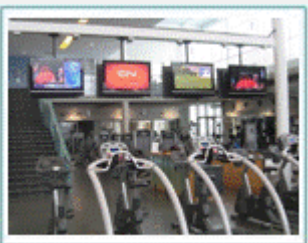
- **Install Interactive White Boards**
- 295 class rooms, 31 schools
- 14 Military Bases, 50 States
- 4 Month project



- **Server Upgrades**
- 14 data center locations, 10 states
- 750 upgrades per year
- Ongoing multi-year project
- Retailer



- **Install & Support Digital Signs**
- 612 bank branches, 8 states
- 10 week project
- Regional Retail Bank



- **Support: Digital Signage**
- 20,000 displays
- 50 states
- On-going multi-year project
- Fitness Centers



- **Install & Support VoIP Telephones**
- 1,400 locations, 50 States
- 2 Year project
- Industrial Distributor

Utilized By Over 5000 Companies *i-team*



About iTeam



Business: ***Contingent Workforce Solutions
for On-Premise Technology Services***

Focus: ***VoIP, IT, A/V, IoT***

Experience: ***Over 5,200 Customers***

Geography: ***USA and Canada***

Founded: ***2004, Privately Held***

Headquarters: ***Westford, MA***