



Global Service Delivery

Service delivery locations around the world provide “best shore” solutions

The consistent, reliable, and cost effective delivery of IT services globally is a crucial element in multinational companies’ information technology mission. These companies need an approach that offers the right combination of processes, delivered from strategically-located facilities that rely on a common set of IT service management tools. TechTeam Global has developed a flexible, efficient, global service delivery capability that improves quality and efficiency, delivers consistent support across multiple regions and divisions, and saves money.

OUR SOLUTION

TechTeam’s strength as an IT outsourcing partner is our unique combination of global capability, agility, and responsiveness to customer needs. Our size, focus, company culture and organization design enable this unique ability. We leverage our investments in global facilities, people, process, and technology to deliver flexible service delivery programs focused on your business needs.

Strategically Located Facilities Offer Flexibility, Efficiency, Scalability

We’ve invested in service delivery locations that give us the flexibility to provide a “best shore” solution based on your specific support needs. In North America, we have facilities in Michigan and Iowa; our European footprint includes locations in Belgium, Romania, Germany and Sweden and we recently added a center in Manila, Philippines, in the Asia Pacific region. We also provide support from our customers’ facilities in Australia, Switzerland, Poland, United Kingdom, Germany, Portugal, and the US. Our support extends to nearly one million end users across 70 countries

and we manage an average of 750,000 service desk incidents and service requests each month.

Process Excellence Globally Provides Consistent, Reliable Results

For consistent delivery of services across all our locations, we rely on process excellence globally. Service delivery teams leverage the ITIL framework as the basis for enhanced global delivery. Our implementation of ITIL enables us to deliver optimum service levels across geographies, and helps our customers align to a global IT services vision. We’ve implemented Lean Six Sigma to drive continuous process improvement for customers

OUR SUPPORT SERVICES

Delivery locations in North America, Europe, Asia Pacific

Support for customers in 70 countries, in 32 languages

ITIL-based tools and processes

Consistent global portfolio of IT outsourcing services

YOUR BUSINESS NEEDS

- Global partner for consistent support
- Cost savings without quality sacrifice
- Global SLAs that support business processes
- Flexible service delivery location options
- IT services in native languages
- 24x7x365 support with “follow-the-sun” options
- Compelling ROI – 9-12 month return



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we serve from a single delivery location, as well as those we support globally through our single-point-of-contact (SPOC) model. At TechTeam, improvements in productivity and efficiency are not a one-time benefit, but an ongoing promise. We continue to get better over time.

Highly Skilled Global Workforce is Motivated and Empowered

Members of our global service delivery organization are trained in IT technology including desktop PCs, network and server management, security administration, incident management, change management, and problem management. These team members are also trained in customer-specific applications, processes and regulatory requirements. Most have been with us for many years and bring a wealth of hands-on experience working with end users. Our team leaders are ITIL and Lean Six Sigma certified and bring a passion for process improvement and the sharing of best practices to the task. Our people are available 24x7x365 with support for up to 32 languages.

Integrated Tools and Technology Enable Global Solutions

We have created a consistent, global, technology infrastructure to support our processes, drive efficiency, and connect our facilities. Through a strategic relationship with **CA**, we deploy their

ITIL-based IT service management tools across our locations. The CA service desk toolset provides us with true global process capability – shared visibility of incidents and change orders, reporting, root cause analysis, a common knowledgebase – and enables multiple disaster recovery sites. We leverage other elements of CA's highly integrated software toolset for IT client management, asset management, and server and network infrastructure management with emphasis on remote resolution. Through our partnership with global telecom provider **Orange Business Services**, our telecommunications infrastructure seamlessly connects our service delivery locations around the world, enabling us to leverage our best available resources for multichannel “follow-the-sun” delivery.

FEATURES

TechTeam provides the right combination of locations, people, technologies, and processes to deliver global support solutions that save money, improve service levels, and streamline operations.

- Global reach – multiple locations that support customers in 70 countries
- Best practices defined by continuous process improvement strategies
- Highly skilled workforce delivers support in 32 languages
- Flexible, “best shore” support options leverage geographic, language, and cost-savings benefits

BENEFITS

Continuous process improvement

- ITIL processes accelerate incident resolution and reduce incidents
- Lean Six Sigma best practices ensure efficiency and year-over-year gains in productivity and performance

Highly skilled, experienced workforce

- Multilingual agents deliver support in 32 languages
- Training and career development ensure high retention levels and low turnover

Advanced toolsets deliver maximum performance

- CA tools support ITIL framework for global delivery
- CA tool integration enhances delivery between service desk, desktop management, and network and server management support areas
- Global telecommunications infrastructure with Orange Business Services enables “follow-the-sun” delivery

One agile, responsive partner supports your entire global footprint

- Consistent cost savings, compelling ROI
- Flexible delivery options provide a “best shore” solution

TECHTEAM GLOBAL, INC. is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses. Founded in 1979, TechTeam has nearly 2,100 employees across the world today, providing IT support in 32 languages. TechTeam's common stock is traded on the NASDAQ Global Market under the symbol “TEAM.” For more information, call 800-522-4451 or visit www.TechTeam.com.



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