

Pico understands the critical nature of service delivery and operational support. Our Global Service Operations and Delivery Management teams provides 24/7 direct client support and is run by senior technical leaders across all regions.



GLOBAL SERVICE OPERATIONS

Pico's Global Service Operations team supports our clients via a "Follow the Sun" model. With a presence in AMRS, EMEA and APAC, Pico offers local engineering expertise in each region, providing 24/7 direct client support. Our network is fully instrumented with Corvil Analytics for continuous monitoring and analysis,

leading to higher overall reliability, reduced incident "Mean Time to Resolve" ("MTTR") and "Mean Time to Innocence" ("MTTI") rates.

Our Global Service Operations team is an extension of your team. We offer customizable items to meet clients' needs in support of superior client service.



■ Maintenance and Change Management –

Flexibility for client contact at agreed intervals for adherence to client change management requirements for their dedicated environment

■ Advanced Instrumentation and Telemetry

Analysis – The installation of taps on every inter-data center and venue link with Corvil appliances deployed in each. The instrumentation and telemetry metrics gathered include PTP drift analysis, venue access latency and jitter, network bandwidth utilization, etc.

■ Automated Check-Outs – Start of Week (SoW)

and Start of Day (SoD) checks to cover the entire scope of the client's environments for global stability, while following a well-defined rule of engagement run book

■ Scheduled Service Review –

The establishment of monthly service reviews for those incidents affecting the various client environments (to include status and RFO) to maintain the highest level of service, support and partnership

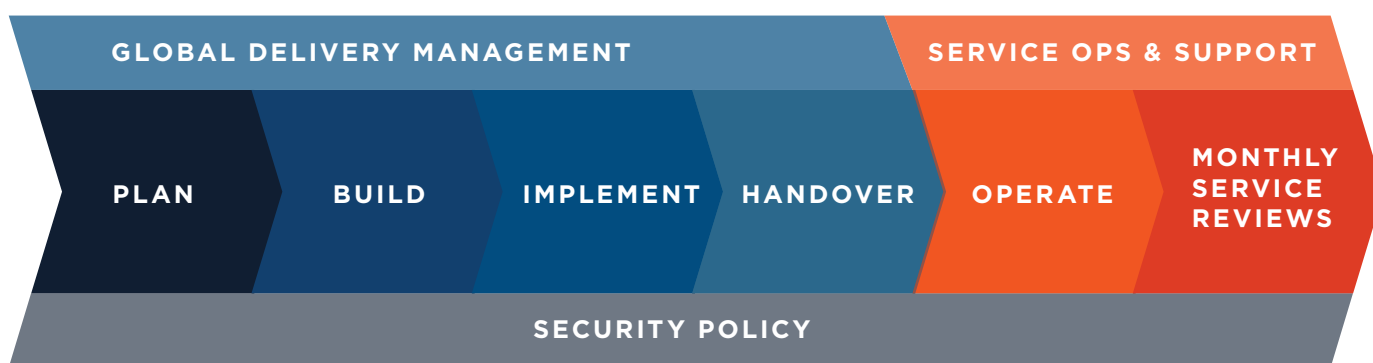
Providing exceptional Delivery Management has been critical to our client's success and their high level of satisfaction with Pico services.



Pico's Delivery Management team's main priority is to support the accurate and timely delivery of contracted services, while paying special attention to project planning and thoroughly applying detailed

focus to each phase. On delivery and client acceptance, the Service Delivery team conducts a formal handover to the Global Service Operations team for a smooth transition to ongoing support.

THE PICO APPROACH FOR DELIVERY MANAGEMENT & SERVICE OPERATIONS



Project Kickoff and Planning

On awarding of the contract, the assigned project or service delivery manager will draft a detailed and formal project plan, leveraging it to drive delivery of the build out.

Plan Execution and Implementation

To roll out the next phase, the team works closely with Procurement and coordinates across Pico's engineering teams to facilitate the build. Once complete, special attention is brought to quality assurance.

Handover and Knowledge Transfer

Finally, all final delivery details are compiled, Global Service Operations are engaged with client approval to ensure the global teams are well versed and prepared with a handover meeting to go through the knowledge transfer document. Once we receive confirmation from the client, we can "Go Live."