



Setting New Standards in Tech Services: Pioneering Agility, Innovation, and Investment for Tech Excellence

WHERE WE STARTED

In an era marked by accelerated digital innovation, the heightened use and deployment of technology spurred a significant increase in the demand for specialized, white-glove services. In 2016, we embarked on a transformative relationship with a global technology powerhouse. Over the subsequent eight years, we've evolved from a critical, small-scale service provider to one of the largest service providers for this tech leader, spanning multiple enterprise lines of business. We've also maintained our exclusive status as the outsourced provider of Enterprise Technical Support for Critical Situations (CritSit). This progression highlights our agility and our ability to innovate in concert with our customer's expanding needs, affirming our shared commitment to pioneering transformative projects in the tech arena.

Catalyzing Digital Transformation and Enhancing Global Capabilities

Our collaboration transcends the traditional bounds of a service provider relationship. Over eight years, TeKnowledge has not just served the tech titan, but we have actively engaged in co-investing to further their strategic goals. In the Middle East, we initiated a groundbreaking project by establishing a multi-million dollar Digital Center of Excellence. This initiative, a cornerstone of a government-endorsed digital skilling program, aligns with the national agenda for digital education and workforce diversification, positioning TeKnowledge as a pivotal digital skilling leader in the region.

In Africa, responding to our customer's ambition to tap into an underutilized talent pool with a commitment to impact sourcing, we swiftly set up a significant operations center. This initiative saw the

STRATEGIC GROWTH AND COMPETITIVE EXCELLENCE

Marked by strategic growth, continuous innovation, and a commitment to co-investing in transformative projects, we've redefined service excellence in the enterprise technical services domain for our customer. Our unique standing as the sole provider entrusted with CritSit Management and our ability to offer end-to-end support across all Enterprise Business Lines set us apart. Throughout our collaboration with the tech titan, our innovative strategies have seen us double Net Promoter Scores (NPS) against an incumbent, fortifying our role as the leading Enterprise Technical Support provider and enabling the expansion of our services to encompass Customer Success Account Management (CSAM) in addition to comprehensive support from L1 to L3. This record of performance-driven growth exemplifies our unwavering dedication to superior service and customer success.

onboarding of 200 exceptional engineers to bolster support for our customer's end-users. By 2024, this site expanded dramatically, housing over 2,000 enterprise technical engineers dedicated to providing global technical support.

These strategic moves underscore our commitment to nurturing talent and fostering digital proficiency, highlighting our philosophy of working closely with our customers to meet their strategic needs and drive mutual success.

MIGHTY OAKS FROM LITTLE ACORNS GROW

Throughout our collaboration, we have advanced from offering a single critical service to standing as the dominant enterprise tech service delivery partner for our distinguished customer. This partnership has redefined the provision of technical support and digital skilling across the globe for governments and enterprises. Standing at the forefront of enterprise tech service provision for a tech titan has proven our pivotal role in helping our customers achieve their strategic imperatives swiftly and efficiently to ensure they secure a competitive advantage. Our collaboration remains a testament to innovation, growth, and mutual achievement, with TeKnowledge poised to embrace future challenges and continue raising the bar across the tech industry.

Strategic Growth

Expanded from critical situation management to comprehensive enterprise technical support across all major product lines to become our customer's largest Enterprise Technical Managed Services Provider.

Competitive Excellence

Doubled NPS against incumbent.

Operational Success

Achieved top-tier Customer Satisfaction (CSAT) scores and gained customer recognition for service excellence.

Co-investing

Supported our customer's strategic initiatives to advance digital skills and impact sourcing in emerging market.



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