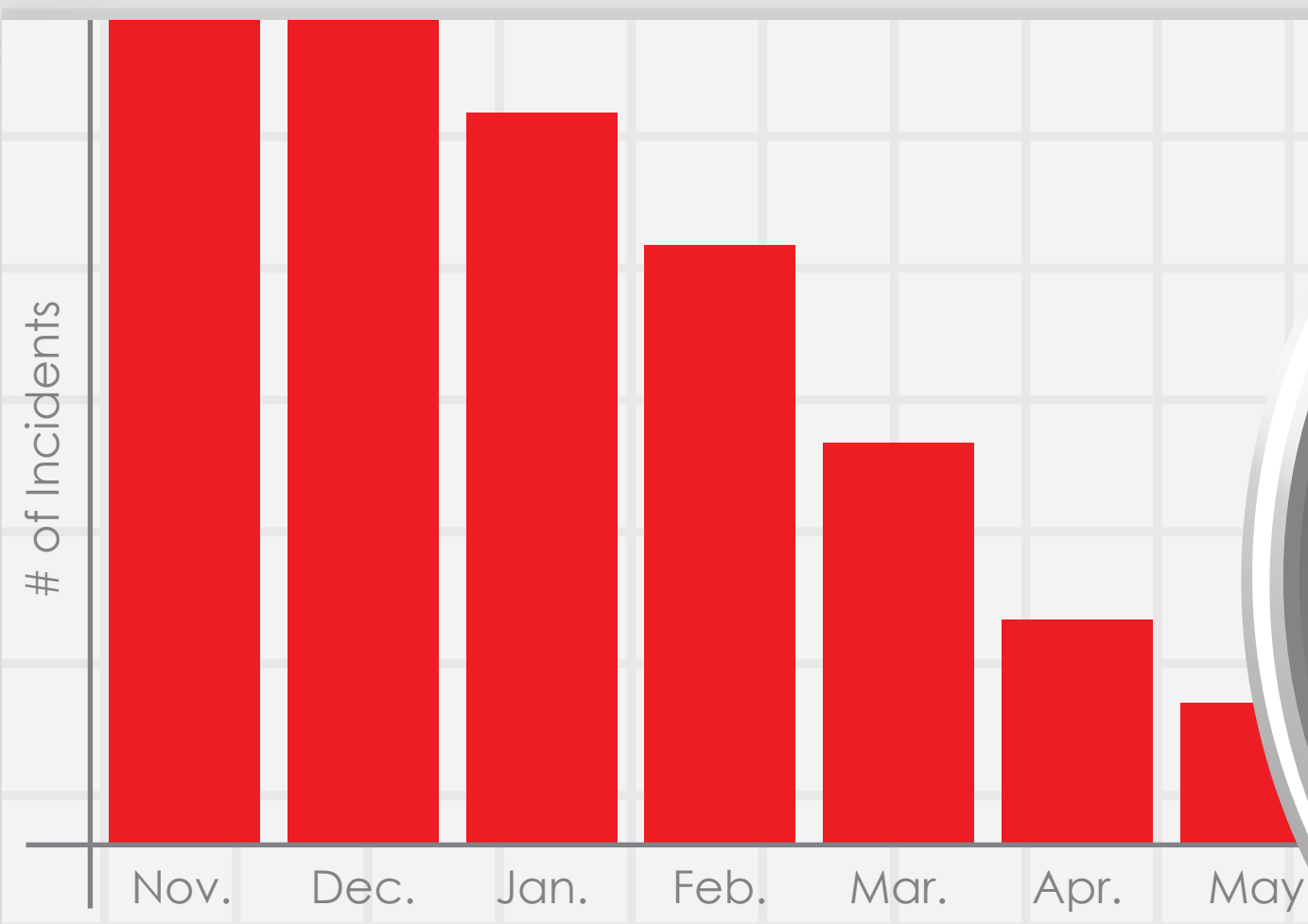




## INFOGRAPHIC SERIES



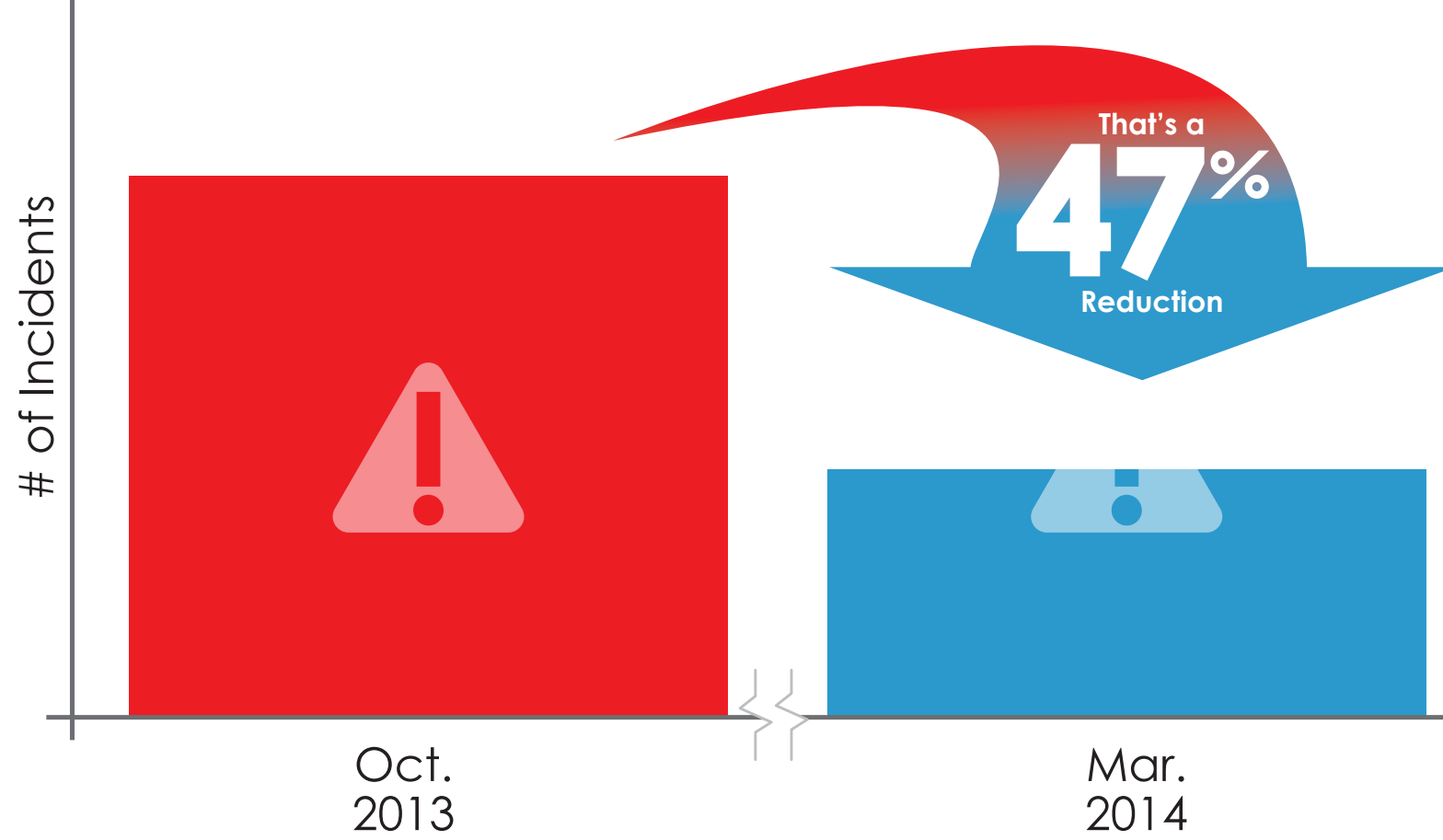
### INCIDENT REDUCTION part 1

An **INCIDENT** is defined as an unplanned interruption to an IT service or a reduction in the quality of an IT service. 1901 Group's proactive incident management solutions effectively and substantially reduce incidents; thereby, lowering customer costs, improving workforce productivity and increasing end user satisfaction.

### A TOP INDUSTRIAL GAS SUPPLIER

Customer in which 1901 Group is providing Network-as-a-Service

Actual number of incidents experienced by the customer per month



It is 1901 Group's goal to reduce incidents by **at least 50%** per year



1901 Group's InSight service methodology enables high levels of situational awareness by providing holistic, service-oriented views. Our solution turns complexity and chaos into actionable intelligence.

### HOW WE DO IT

The methodology behind 1901 Group's proven record of customer incident reduction

Driven by **CONTINUOUS IMPROVEMENT**  
1901 Group's business model creates incentive to:



**MEASURE**  
Identify and measure the Key Performance Indicators necessary to determine IT Performance

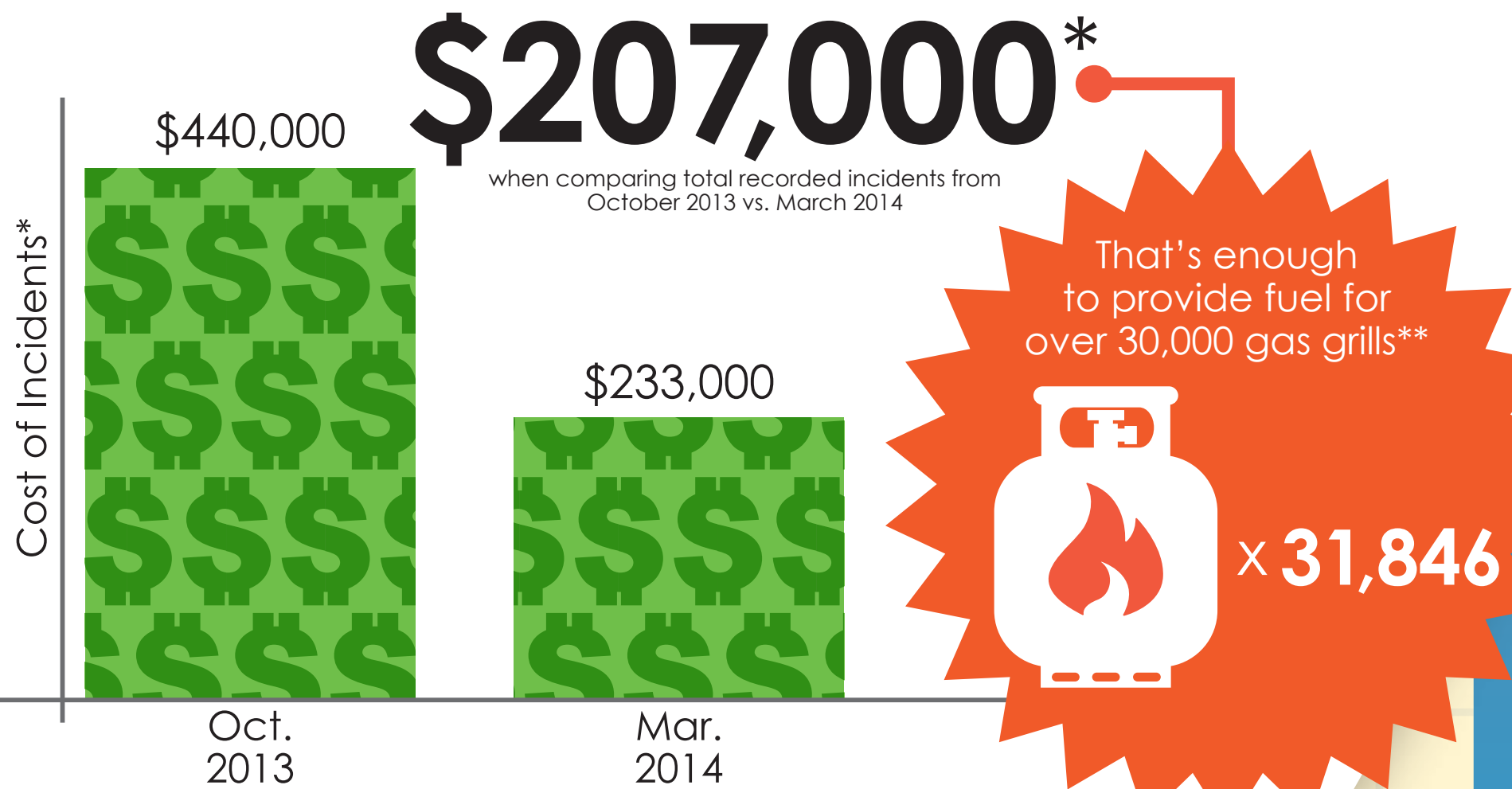
**MONITOR**  
Use proactive and predictive analytics to identify and minimize or eliminate incidents before impact

**IMPROVE**  
Innovate/Improve processes to simplify and automate tasks

### THE IMPACT

Potential benefits to the industrial supplier as a direct result of 1901 Group's incident reduction

Potential monthly cost savings to the customer:



\* Based on industry average that states: every hour of a major network outage or incidents costs organizations \$40,000

\*\* Based on the wholesale price of propane gas @ \$1.30 per gallon



“1901 Group has built a platform that enables Incident Reduction by implementing a proactive mindset of their people and their technology. Incident Reduction is inherently a continual process and 1901 Group is committed to this effort as a core discipline.”