



# Access Grid Retreat 2003

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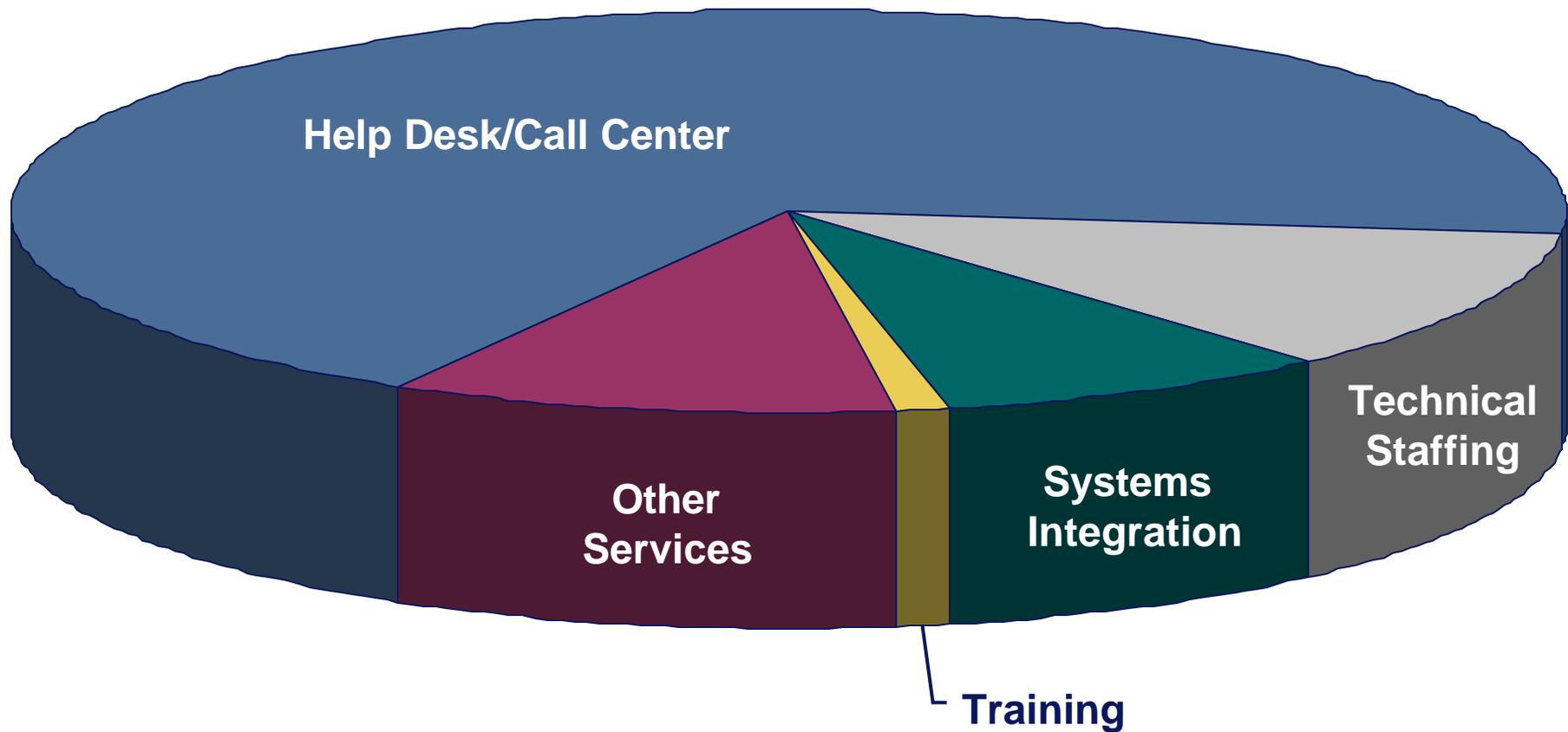


# TechTeam Profile

- Established 1979; IPO 1987 “TEAM”
- Detroit headquarters; other locations in North America and Europe; expanding into Asia and Pac Rim
- Fourth largest IT services company in Michigan
- 1,400 employees
- Small, medium, and Fortune 1000 clients
- ISO certified since 1995
- “TEAM” had the 58th best price performance during 2002. TechTeam in the top 2% of all NASDAQ listed companies.



# TechTeam's Services



\*Total 2002 Revenue: \$86.5 million



# TechTeam's Key Client Programs

<b>Client</b>	<b>Users / Volume</b>	<b>Locations / Languages</b>
<b>Ford</b>	<b>169,000 users</b>	<b>Global</b>
<b>DCX</b>	<b>6,000 dealers</b>	<b>Global</b>
<b>Deere &amp; Co.</b>	<b>16,000 internal users/ 25,000 customers</b>	<b>23 U.S. locations</b>
<b>Liberty Mutual</b>	<b>38,000 users</b>	<b>650 North American sites</b>
<b>UPS</b>	<b>All UPS customers in Europe</b>	<b>15 countries / 11 languages</b>
<b>Dell</b>	<b>15–20,000 systems per year</b>	<b>Michigan</b>
<b>Schering-Plough</b>	<b>5,500–6,000 users/ 900 calls per month</b>	<b>Global</b>
<b>Europe Direct</b>	<b>380 million European citizens</b>	<b>13 countries</b>
<b>Exel/UPS Logistics</b>	<b>All Ford suppliers in Europe</b>	<b>4 languages</b>
<b>Canon</b>	<b>2,000 dealers</b>	<b>2 countries / 3 languages</b>
<b>CRF Box</b>	<b>300 sites</b>	<b>24 countries / 18 languages</b>

# History of inSORS at TechTeam

- April 2002 — Automotive Channel Partner
  - 2 Major Automotive Clients using IG
- June 2002 — inSORS Grid (IG) demonstration center at TechTeam Global Headquarters in Southfield, MI.
- September 2002 — TechTeam Global adds IG node in Brussels, Belgium
- Future — Germany; UK; Sweden; Malaysia, India and Australia

# How the IG is used at TechTeam

- Management Meetings
- Business Planning and Budget Development
- Financial Reviews
- Sales Team Meetings
- Recruiting
- Client Project Reviews
- IT Service Project Reviews

# Business Value & Cost Savings

- Travel Costs — Detroit / Brussels — \$10,000 to \$20,000 per month
- Personal Productivity — 100's of hours per month
- Business Velocity — Faster Project Implementations
- Teamwork — Noticeable Improvement
- Personal Life — Less Disruptions
- Personal Safety — Less Risk

# Lessons Learned

- Universal enthusiasm about capabilities
- Current economic environment demands hard savings to justify any spending
- Most major companies have installed base of video conferencing systems — many ISDN based
- Limited bandwidth available to support IG System

# In Summary

- Terrific Technology
- Step Function Improvement in capabilities
- Ease of Use
- Definite Business and Personal Value
- Need Cheaper Bandwidth Everywhere
- Need easy Integration with Installed and Other Technologies