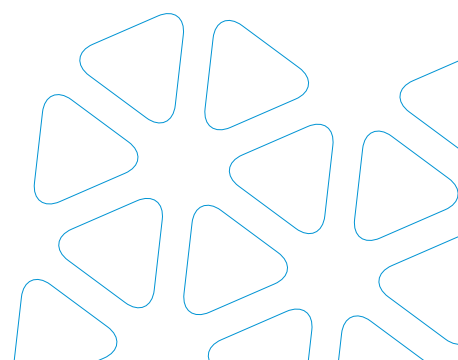


A Thrilling Partnership

A STORY OF OWNING CHANGE

With eyes to the future, our theme park customer builds an app to enhance the guest experience.



Owning Change in Entertainment

Our customer is more than a theme park. For over two decades, they've been the go-to destination for epic experiences their guests cherish for a lifetime. Families and thrill-seekers flock from around the world to enjoy jaw-dropping adventures they can't find anywhere else. Most important to our customer? Putting guests at the center of each experience and raising the bar of what's possible.

THE CHALLENGE: HEIGHTENING THE EXPERIENCE

Resourcing a World-Class Mobile App

Our customer gets a rush from great guest experiences. So, when they realized their mobile app wasn't keeping up with the speed of visitors' expectations, it was time to think bigger. More than content, they envisioned an app that amplified the park's epic adventures via guests' ever-present smartphones. But to make it come to life the right way, they knew they needed to create it in-house, with people that understood their guest-first culture. A critical feature they'd not had luck with outsourced partners in the past. It was time to re-imagine possible while meeting and delighting customers at every turn. And that's where we met them.

OUR SOLUTION: EMBED TO ELEVATE

Accelerating Outcomes with Talent

Matching skills requirements with resumes? Standard. Finding the qualities that don't come out in black and white, like culture fit and culture add? That's partnership. With experience comes excellence. And we'd built a center of excellence for mobile app delivery within the theme park industry. We positioned our highly skilled experts as extensions of our customer's team, supporting technical and project management. With their vision in hand, we delivered an upgraded mobile app solution that included mobile food ordering, wallet re-factoring, virtual lines and variable pricing across parks and attractions. With the app's releases happening on schedule, we documented thoroughly to support future maintainability and reusability.

POWERFUL PARTNERSHIP: FLEXIBILITY ON DEMAND

Talent Resources That Adjust to the Need

The best plans bend without breaking. And that's the flexibility we offered our customer. When you're committed to co-creating results, resilience comes naturally.

Creative resource solutions during the height of the COVID-19 pandemic? Done. Scaling a team of 15 for an international theme park in less than two weeks? Delivered.

As the world went contactless, our customer reclaimed the strategic and creative direction of their mobile experience. Flexibility allowed our customer to keep up, no matter the twists and turns.

When a listening ear converges with turbo-charged execution, results are unlocked.



Real-World Results

With TEKsystems consultants on board, our customer deepened their team's development capacity. They consistently met their release dates, and added layers of excitement and connectivity to an already epic theme park experience.

Guests blurred exciting fiction with functional reality. Features not available before seamlessly came to life inside the park with iBeacon technology.

After deploying the app, our customer saw an increase in ticket sales through the mobile app and an increase in guest satisfaction ratings. As partners in change, our priority was simple. Ensure the customer could deliver the action-packed experience guests have come to expect.

Hold on tight. We're headed to the future.

15

mobile engineers
delivered in
two weeks

3

features released
in five months

5

new capabilities
added to the mobile
experience

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at [TEKsystems.com](https://www.teksystems.com).