



#### COMPANY OVERVIEW:

## A Closer Look at CompuCom

Our unique Integrated Infrastructure Management™ (IIM) solution, combined with our award-winning quality and lower operational costs, allows us to deliver the best IT services value in the industry.

**CompuCom**®

The Leading IT Outsourcing Specialist



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**CompuCom**  
**QUICK FACTS**

- *North American company headquartered in Dallas, Texas*
- *Onshore, nearshore and offshore IT outsourcing with strong partner network for extended global service delivery*
- *Nearly 90% of our clients have worked with us for more than five years*
- *2008 revenue of \$1.9B*
- *20+ years profitable growth serving clients across industries*
- *11,000+ associates, including 1,000+ application services consultants with Microsoft, IBM, HP, Cisco Systems and Sun Microsystems expertise*
- *60,000+ industry certifications, ISO 20000 certified, ITIL, and Six Sigma certifications*
- *Recognized by Gartner, Inc., and Forrester Research analyst firms as a leader in service desk, deskside support and service excellence*
- *First company to achieve prestigious Service Capability and Performance (SCP) Support standard certification for eleven consecutive years*



For CIOs who want to maximize the value of their IT infrastructure, CompuCom offers premier quality at a lower cost than the large global providers.



*"CompuCom brought a level of expertise that is really quite incomparable to anything else I've seen. CompuCom has enabled us to not only save more lives but also preserve our ability to save lives in cases of extreme emergencies."*

**Samuel M. Holtzman**  
President and CEO  
LifeGift Organ Donation Center

## Who We Are

CompuCom is a leading IT outsourcing company that also provides application development, procurement and management of hardware and software. With more than 20 years of IT experience, CompuCom employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.

### ■ Our Vision

CompuCom will be recognized:

- By our clients and partners as an innovative organization known for its integrity and providing the right balance of quality and cost to deliver the best value in the industry.
- By our associates as a preferred company to work for, distinguished by professionalism, teamwork, empowerment, pride, creativity, accountability and opportunities for advancement.

### ■ Our Commitment

CompuCom is firmly committed to helping our clients accomplish their business goals while increasing the value they obtain from their IT infrastructures.

Our integrated delivery model enables increased productivity, reduces costs and provides a superior level of end-user satisfaction that helps CIOs address business challenges continuously.

### ■ Our Value Proposition

We provide clients with "tier-one" service quality at a "tier-two" cost to deliver the best IT services value in the industry.

### ■ Our Core Values

#### • **Win/Win**

A successful business outcome happens when all parties have a win—our clients, associates, partners and shareholders.

#### • **Integrity**

We do what we say we are going to do, when we say we will do it.

#### • **Excellence**

We are committed to delivering excellence in everything we do.

#### • **Respect**

We respect the rights and dignity of each individual.

*... with a sense of urgency!*

### ■ Our Management Team

CompuCom's leaders offer an average of 24 years of experience in the IT industry to complement the numerous industry certifications that enable our highly qualified technical staff and associates to deliver best-in-class services.



## What We Do

CompuCom offers IT infrastructure management services, application development, systems integration, consulting and professional services, as well as the procurement and management of software and hardware. The following is a snapshot of our services:

### ■ IT Infrastructure Services

- Integrated infrastructure management solution
- Desktop management and mobility services
- On-site service and support
- Asset life cycle management
- Service desk
- Server management
- Network management
- Storage services
- Data center services
- IT consulting and professional services
- Infrastructure-as-a-Service<sup>SM</sup> (IaaS)

### ■ Security Services

- Vulnerability management
- Threat management and mitigation
- Secure unified communications
- IT governance and compliance

### ■ Application Services

- Contract consulting and staffing
- Application development, quality assurance and testing
- Integration and maintenance
- Support services
- Strategy solutions
- Project justifications

### ■ Software Services

- Licensing of software products
- Life cycle management
- Compliance and reporting
- Procurement of hardware products
- Logistics and distribution
- Design and project management
- Partners and alliances include:
  - Adobe
  - NetIQ
  - BMC Software
  - Novell
  - Citrix
  - Quest
  - CA
  - Service-now.com
  - McAfee
  - Symantec
  - Microsoft
  - VMware

### ■ Hardware Services

- Procurement of hardware products
- Life cycle management
- Configuration and imaging
- Logistics and distribution
- Design and project management
- Partners and alliances include:
  - APC
  - Kingston Technology
  - Avaya
  - Lenovo
  - Cisco Systems
  - Lexmark
  - EMC
  - NEC
  - HP
  - Network Appliance
  - IBM
  - Sun Microsystems
  - Intel

### ■ Authorized Service Centers

- Configuration and imaging
- Deployment
- Restoration
- Disposition

*"CompuCom has helped clients in every major industry derive maximum value from their IT infrastructures for more than 20 years. We are proud of our service record and remain committed to forging and maintaining strong client relationships and vendor alliances."*

**James W. Dixon**

President and Chief Executive Officer  
CompuCom Systems, Inc.



*"There was no way we could deploy a complex management infrastructure without help. We needed a partner that had dealt with the real-world pressures of using the products, and that partner was CompuCom. The fact that they ran their own business on the core software I had purchased was important to me."*

**Al Porco**

Chief Information Officer  
Kings County Hospital Center

## **Measurable Results for Kings County Hospital**

CompuCom Systems helped Kings County Hospital Center of Brooklyn, New York, improve hospital efficiency and patient care by:

- Reducing travel-to-desktop time within the 42-acre campus (and satellite offices) by up to 30 minutes through the implementation of integrated and centralized remote control capability
- Rapidly correcting a problematic version of clinical software via a centralized software delivery technology
- Empowering end-users with Web-based, self-help incident resolution tools

More than 60% of Kings County Hospital's end users immediately embraced the new Web-based interface. Of these early adopters, more than 85% were satisfied with it. This contributed to 72% of the users describing the IT department's efforts overall as "improving."

**Our ITIL experts optimize your IT infrastructure so that you operate in an environment of continuous improvement.**

"CompuCom has delivered admirably on its commitment to keeping our network ahead of our users' demand curve—and it's up and running 99.95% of the time."

**Mark Farrow**  
 Director, ICT  
 Hamilton Health Sciences

## Get More Value From Your IT Infrastructure

CompuCom's Integrated Infrastructure Management (IIM) solution uses a proven methodology to assess the maturity of a client's IT infrastructure—in order to gain greater value from IT services, hardware and software that are fully integrated.

### ■ Integrated Infrastructure Management (IIM) Solution

CompuCom's unique Integrated Infrastructure Management (IIM) solution breaks through the complex issues of infrastructure management to create a tightly integrated infrastructure solution that combines an effective IT asset management life cycle, an efficient service delivery process, a world-class service desk, and a mutually beneficial relationship methodology.

To achieve a truly integrated infrastructure, it's crucial to understand that the delivery of IT management life cycle services is a continuous process, not simply a series of unrelated functions. CompuCom's approach results in increased productivity as well as a superior level of end-user satisfaction which quite often results in 30% - 50% overall reduction in support costs for clients in various industries. CompuCom is uniquely qualified to assist clients in achieving this acceleration of infrastructure value.

### ■ IIM Maturity Assessment Tool

As part of the IIM solution, CompuCom uses a proprietary IIM Maturity Assessment Tool to evaluate and index a client's infrastructure maturity level. Developed using industry-standard methodologies and best practices, this unique tool allows CompuCom to quickly evaluate and make recommendations to:

- Better integrate the management of a client's IT services, hardware and software
- Favorably balance a client's ratio of on-site, remote, and self-assisted support

Moving from one maturity to the next will improve the business value gained from higher levels of integration. *(See chart below.)*

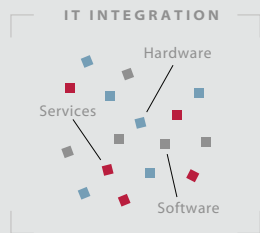
### ■ Infrastructure-as-a-Service<sup>SM</sup> (IaaS)

CompuCom can reduce the burden of heavy capital costs and provide added flexibility by delivering a per-seat service that fully integrates hardware, software and management of a client's work environment—allowing budgets to be used on more strategic initiatives to grow the business and create competitive advantage.

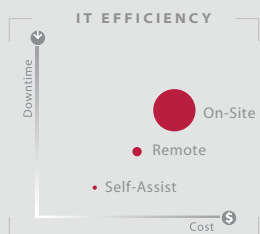
#### IIM Maturity Level 1

##### Characteristics:

- Information silos; no enterprise-wide view of data
- Disparate platforms, processes and functions
- Multiple IT vendors providing products and services with no central accountability
- Asynchronous procurement of hardware and software



At IIM Maturity Level 1, the IT infrastructure is characterized by minimal integration.

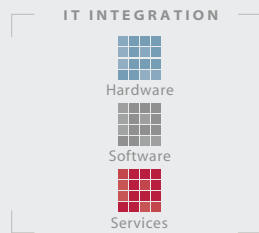


At IIM Maturity Level 1, the least efficient methods of IT problem resolution are emphasized: predominantly on-site and remote.

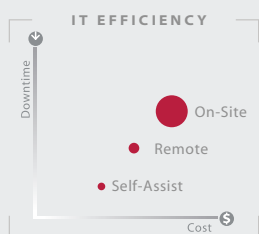
#### IIM Maturity Level 3

##### Characteristics:

- Hardware not completely integrated with software
- Somewhat better integration of platforms, processes and functions
- Synchronized procurement of hardware, software, and services from a single source



At IIM Maturity Level 3, the IT infrastructure is somewhat more integrated than a Level 1 infrastructure.

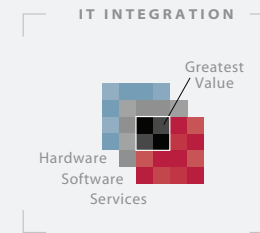


At IIM Maturity Level 3, somewhat more efficient methods of IT problem resolution are emphasized: remote and self-assist are becoming more dominant.

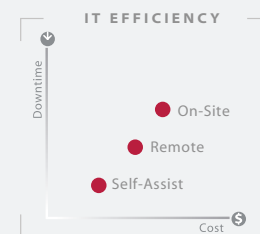
#### IIM Maturity Level 5

##### Characteristics:

- Tightly integrated hardware, software, processes, functions and services provided by a single source with central accountability
- Significantly increased efficiency and effectiveness linked to economies of scale made possible by a single-source provider and tightly integrated infrastructure



At IIM Maturity Level 5, the IT infrastructure has achieved a significant degree of integration, delivering measurable value.



At IIM Maturity Level 5, the most efficient method of IT problem resolution is emphasized: predominantly self-assist.

## Who Relies on Us

CompuCom serves a diverse clientele—more than a thousand clients strong—that spans multiple industries, including the following:

- Financial services
- Retail
- Energy and utilities
- Manufacturing
- Travel and hospitality
- Healthcare
- Telecommunications
- Information technology

We enjoy a strong reputation for high contract expansion and renewal rates, as well as healthy client referenceability. The following are just a few of CompuCom's satisfied clients:

- Microsoft
- Cisco Systems
- City of Dallas
- E. & J. Gallo Winery
- LifeGift
- Monsanto
- Parmalat Canada
- Continental Airlines
- Petrobras
- Hamilton Health Sciences
- Kings County Hospital
- CIGNA

## Why Select Us

CompuCom is committed to helping our clients' businesses perform at peak levels.

### ■ Proven Performance

With 20+ years of IT outsourcing experience, CompuCom experts deliver seamless integrated solutions to meet a client's most challenging business needs. As a vendor-independent, single-source services provider, many companies have come to rely on CompuCom's expertise, innovation and value.

### ■ Award-Winning Quality

As one of the best-kept secrets in the IT industry, CompuCom is recognized by industry analysts, partners, and most importantly, by clients. CompuCom has delivered industry-leading service quality for two decades with awards and recognition to prove it.

### ■ Comprehensive Services

CompuCom provides a broad range of IT infrastructure management services, application services, systems integration and consulting services, as well as the procurement and management of hardware and software. CompuCom's unique Integrated Infrastructure Management (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.

### ■ The Right Fit

Focused on serving North American companies, CompuCom has proven to be the right fit for both large- and medium-sized clients. CompuCom's size, flexibility in meeting client needs, and lower operational costs offer many advantages and benefits not provided by large global providers.

### ■ Best Value

CompuCom provides clients with the best IT services value in the industry, delivering "tier-one" service quality at a "tier-two" cost to enable clients to gain competitive advantage while enhancing the value of their business.

### ■ Strong Partnerships

Our close relationships with Microsoft, HP, Novell, IBM, Lenovo, Cisco Systems, Nortel, Symantec and many others ensure that clients will benefit from the latest innovation and technologies at the best price.

## SUCCESS STORY:

### E. & J. Gallo Winery

#### The Challenge

Gallo's desktop services, network and server environment were operating in a siloed fashion, characterized by various independent, uncoordinated, end-user support activities that presented challenges, such as:

- An average PC repair time of about 20 days
- Extra expenses resulting from users resorting to external repair services or unplanned computer purchases
- An understaffed help desk operation with a voicemail front end and an unreliable trouble ticket tracking system

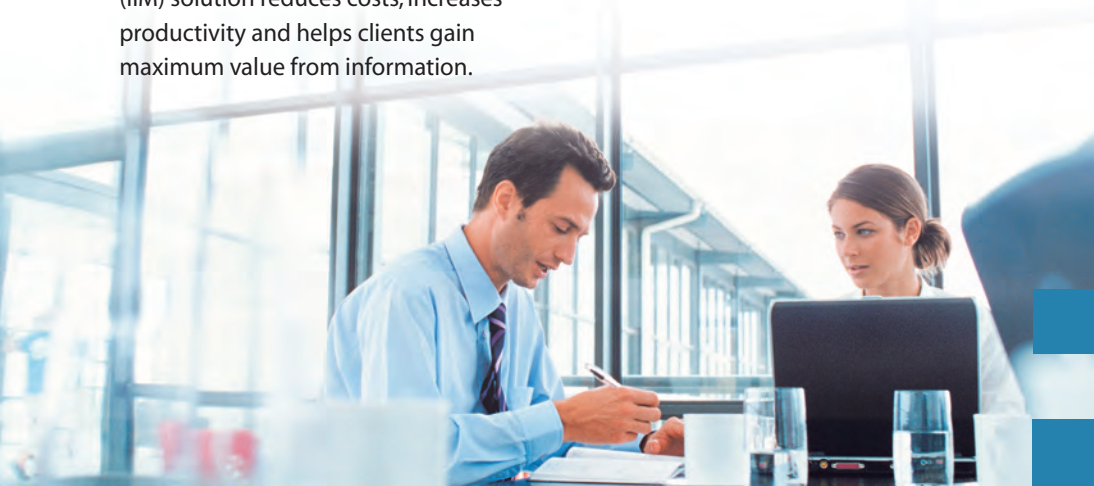
#### The Solution

CompuCom's service desk solution, which we designed to bring service and quality levels up and the cost of ownership down, was implemented in 60 days. We applied our IIM methodology to design and expand the electronic knowledge database that enabled Gallo to capture problems and identify solutions for generic system issues and issues specific to Gallo's operations. The continually expanding database has significantly enhanced the effectiveness and responsiveness of Gallo's service desk agents.

#### The Results

Together, Gallo and CompuCom accomplished more in 18 months than many had thought would be possible in five years. CompuCom and its IIM approach now have quite a following within Gallo, and user satisfaction surveys are "glowing." Specifically, CompuCom's best practices and methodology drove the following results for Gallo:

- Decreased the use of expensive, on-site problem resolution methods by moving to self-help tools, utilizing CompuCom's knowledge database
- Improved the mean time to repair by 95%
- Reduced the total cost of ownership for Gallo's IT system by 45%
- Increased end user satisfaction dramatically
- Received the Outsourcing Excellence Award for Best Process Improvement from the Outsourcing Center



## Industry Certifications, Awards and Recognition

CompuCom's engineers and consultants carry numerous special certifications from IBM, HP, Cisco Systems, Dell, Toshiba, Apple, Microsoft, Symantec, Lotus, Altiris, Novell, Oracle and many other hardware and software manufacturers. As a company, CompuCom also holds a number of premier certifications:

- **Gartner Magic Quadrant Leader**
  - Positioned as a Leader in Gartner's "North American Desktop Outsourcing Services and Help Desk Outsourcing Services," 2005, 2006, 2007, 2008 and 2009 Magic Quadrant
- **Top Network LAN WAN Management Outsourcer**
  - Named the top provider of network outsourcing for 2006 and 2007, Brown-Wilson Group survey
  - Ranked in top 50 global IT outsourcing companies in 2008, Brown-Wilson Group survey
- **Service Capability and Performance (SCP) Certification**
  - One of two companies to achieve Service Capability and Performance (SCP) certification for 11 consecutive years
- **Microsoft Partner of the Year**
  - Awarded the Partner of the Year Award for Operational Excellence by Microsoft Corporation, 2003, 2004, 2005, 2006, 2007 and 2008
- **Named "Top Services Partner of the Year" by Cisco Canada in 2008**
- **Forrester Research's Wave**
  - Named a "Strong Performer" in Forrester Research's Wave™ Report on the Integrated Service Desk and Desktop Outsourcing Market (2006)
- **Symantec Partner of the Year**
  - Received Large Account Reseller Partner of the Year Award from Symantec Corporation
- **Achieved a certification of Excellence in Service Operations (ESO) from the Service & Support Professionals Association for field support of HP Personal Systems (2007)**
- **Ranked as ITSM Best-in-Class leader by Aberdeen in 2008**
- **ISO 9001:2000 & ISO 20000 certified; broad ITIL and Six Sigma certifications**
- **Microsoft Premier certifications**
  - Gold Certified Partner for Support Services, Enterprise Management and Security Solutions
  - Certified Professional (MCP) for Technology Implementation
- **Cisco Systems Gold Certified Partner**
  - Cisco Advanced Routing and Switching Specialization
  - Cisco Advanced Unified Communications Specialization
  - Cisco Advanced Wireless LAN Specialization
  - Cisco Advanced VPN and Security Specialization
- **Certified Information Systems Security Professional (CISSP)**
- **Service & Support Professionals Association (SSPA) Hall of Fame Lifetime Achievement Award for receiving the Software Technical Assistance Recognition Award (STAR)**
- **CompTIA A+ certification (90%+ of all field service associates)**
- **CompuCom's internal service desk, customer service, technical trouble-shooting, and client-specific certifications (100% of all service associates)**

# CompuCom®

The Leading IT Outsourcing Specialist

CompuCom Systems, Inc.  
7171 Forest Lane  
Dallas, TX 75230  
+1 800.225.1475  
+1 972.856.3600  
CompuCom.com

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Learn more about CompuCom and our comprehensive services.  
Visit us online at [CompuCom.com](http://CompuCom.com) or call us at +1 800.225.1475 today.

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