POWERING ON THE DIGITAL BUSINESS ERA

From mobility to cloud computing, new forces are shaping the IT and business landscapes.

CompuCom®

CompuCom helps you respond to the new IT paradigm to achieve your strategic business objectives.

Your IT is constantly in flux. But every so often, IT — along with the business it supports — reaches an inflection point. The old approaches are no longer effective. You need to embrace the new paradigm — or risk losing competitive advantage.

Today we're entering a new era of digital business. The power of IT is packed in every pocket. The promise of Big Data resides in the anytime, anywhere cloud. End users have the opportunity to leverage that power and that promise to do their jobs more efficiently and run your business more effectively.

What does that mean for your organization? You need to think deeply about how IT can empower end users. You need to enable tech-savvy workers while supporting employees who prefer traditional enterprise IT. You need to deliver device and application choice yet maintain security, compliance and cost control to mitigate risk and support the business.

Ahead of the Curve

CompuCom is proactively responding to these changes. And we can help you respond, as well. Because we've been successfully riding the waves of IT change for nearly 30 years.

Our vision is to empower people to achieve the highest levels of performance by making technology work for them — anywhere, anytime, on any device. Our mission is to elevate the technology experience through dynamic, proactive and seamless support that energizes people's business and personal lives.

We understand that technology is an enabler for people to get things done. Technology can drive collaboration, innovation and competitive differentiation to let you achieve more than you thought possible.

CompuCom has a clear road map for the future of IT and how it can help you achieve your business goals. We stay on the forefront of IT innovation so that you can, too. We can help your organization identify its place on the path to IT effectiveness and clearly define the next steps to reaching your objectives.

"We look to CompuCom to be our trusted partner and advisor and to continue to be at the forefront of technology."

— Chief Technology Officer

CompuCom®

Managed Services Drive Business Innovation and Customer Care

For a leading Canadian healthcare provider, CompuCom implemented comprehensive managed services to enable business transformation and improve patient services. The hospital was revolutionizing its business by implementing new facilities, programs and electronic records.

CompuCom took control of the provider's IT so that it could focus on its core mission. CompuCom completed the transition of hundreds of servers, multiple data centers and service desk services in three months, just ahead of the planned electronic healthcare records implementation.

We now provide enterprise systems management, data center and hosting, network management, service desk, disaster recovery and many other services.

At CompuCom, we extend concepts to action, moving rapidly and effectively from strategy to execution. Our culture is to roll up our sleeves and work as your trusted partner. To help you achieve the results you want.

Reflecting Values, Creating Value

CompuCom associates are the heart and soul of our company and the value we deliver to clients. We refer to our people as associates rather than employees, because that better reflects our partnering mentality and our culture of respect for the individual. In fact, our associates are our brand. They're central to our expertise, our operational excellence and our ability to deliver on our commitments.

CompuCom's culture is centered on these core values:

- **Win/Win** — A successful business outcome occurs only when all participants achieve their goals. Win/win interactions result in long-term, mutually advantageous relationships.

- **Integrity** — We do what we say we'll do.

- **Respect** — We respect the rights and dignity of each individual.

- **Excellence** — We ask our clients the right questions, we listen to their answers to understand their needs, and we proactively seek ways to help them succeed every day.

> "What distinguished CompuCom from other providers was their incredible focus on customer satisfaction."
> — Chief Technology Officer

These core values equip us to maintain our focus on serving clients — delivering the highest levels of satisfaction and the most effective solutions to meet your needs.

CompuCom®

Optimized End-user Support Ensures High Reliability and Customer Service

For a top-10 U.S. electricity generator, CompuCom transformed IT support so the organization could focus on serving customers.

In a high-risk industry, the electric company was struggling with fragmented management of IT assets. It needed to maximize technology ROI so it could compete in the marketplace.

CompuCom started by designing and managing comprehensive desktop and asset management services. Today we support the organization's 11,000 end users in 80 locations. We also provide hardware upgrades for the company's field force, network monitoring at offices and power plants and on-site support for 2,000 servers.

CompuCom solutions have optimized end-user productivity, saved significant dollars and allowed the company to deliver reliable service to customers.

Innovative Delivery

CompuCom leverages proven methodologies and sophisticated toolsets to ensure our solutions and services deliver tangible results. We deliver on-site and remote management from 15 state-of-the-art service centers, all owned and operated by CompuCom. All our facilities and engagements are managed by full-time CompuCom associates.

CompuCom's capabilities extend around the world, with a major presence in Canada, India, Mexico City and the United States. We serve European and other markets through the Global Workspace Alliance (GWA), a consortium of vendors led by CompuCom and Getronics. Leveraging a trusted partner network, we can provide consistent, timely, on-site support in more than 100 countries.

Support for 100+ countries
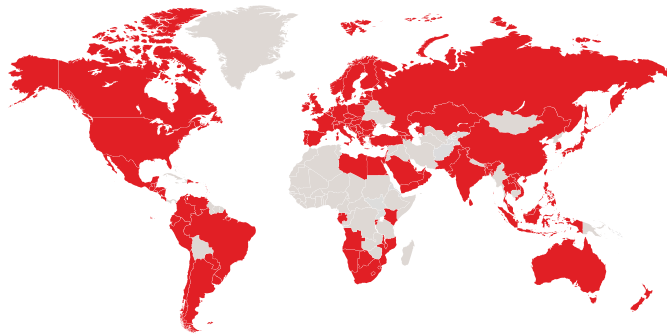
Our Innovation Delivery Framework is specifically designed to identify the changes you need to align IT with your business. The framework allows us to collaborate to understand your current situation and target your desired future state. It then helps us work together to manage change with minimal impact on your end users. And it specifies how IT services will continue to change over time to meet your evolving business needs.

What's more, our unique IT service management (ITSM) strategy effectively integrates your data center, network, voice and end-user environments. This innovative approach dramatically simplifies your IT, allowing you to focus on growing your business while realizing greater returns on your IT investments.

CompuCom provides its solutions and services through an unmatched, vertically integrated delivery model. This unique approach covers managed services, support services, engineering and on-demand technology across multivendor technology life cycles. It also combines personalized, face-to-face and multichannel engagement across global support delivery. The result is optimal management of servers, infrastructure, software and endpoints, from planning to retirement.

CompuCom.

IT Walk-up Service Centers Revolutionize End-user Support

For a global research-based pharmaceutical, CompuCom implemented IT walk-up service centers that are transforming end-user support. The company faces fierce competition, plus fundamental regulatory and market changes. This allows its internal technology team to focus on differentiating research and business initiatives.

CompuCom implemented our Solution Café® IT walk-up service centers in five major campus locations. Solution Café gives the company's end users fast, easy access to on-demand, technical support. Inside the Solution Café, technical experts support devices such as smartphones, tablets and laptops.

With Solution Café, IT is getting the most from its technology investments. Employees have a better experience both using their devices and getting them working again when there are problems. And the organization is better positioned to compete in an industry where every competitive advantage matters.
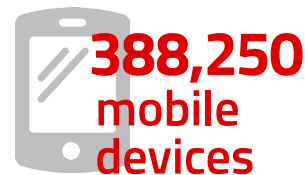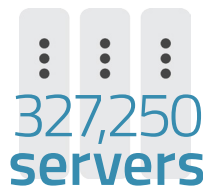
Another way CompuCom is unique is that we're technology-independent. We're not an equipment manufacturer, so our solutions can be equipment-neutral. Yet we are premier partners with the brands you trust, including Apple, Cisco, HP, Intel, Microsoft, ServiceNow and many others. These long-established relationships and our expertise mean we always recommend the right solution for the right purpose.

By combining leading-edge concepts with pragmatic execution, we become not only your trusted partner, but also your trusted doer. It's no wonder we consistently outpace our competitors in both service quality and client satisfaction.

Services that Serve You Well

CompuCom delivers the comprehensive solutions and services that give you a solid foundation for seizing the new IT imperatives. Our rich portfolio of offerings replaces the outmoded "data center-out" view with a more effective "user-in" perspective.

CompuCom Manages and Supports...

4.4 million users

6.25 million devices

52 data centers

3.45 million desktops & laptops

331,000 network devices

1.23 million peripherals

327,250 servers

388,250 mobile devices

CompuCom®

CompuCom's offerings include End-User Enablement, Service Experience Management and Cloud Technology Services.

End-User Enablement

End-User Enablement meets the demands of today's end users through cost-effective, integrated solutions and services. These offerings transform the end-user experience, optimize productivity, equip your people to collaborate and innovate, and help you achieve IT and business alignment.
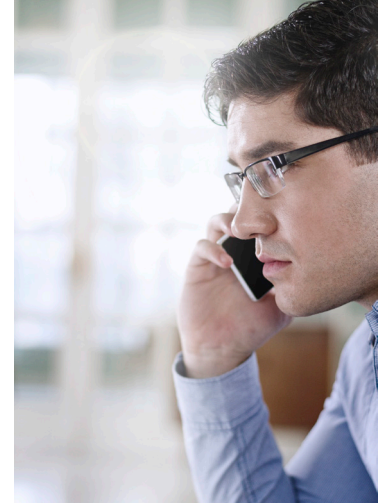
- **Persona & Identity Solutions** — These solutions provide a clear strategy and powerful approach — with defined, expected outcomes — to capture and categorize the persona attributes within your organization. This lets you empower your end users with the applications and devices they need and focus your IT investment on roles that drive business growth.

- **Mobility Solutions** — This is a full-spectrum offering for incorporating all types of devices into your sanctioned IT environment and managing them from acquisition through disposition.

- **End-User Computing Solutions** — These solutions provide full life cycle support for your applications and desktop devices, including applications portfolio management and performance management. The result is a more efficient and effective end-user environment.

- **Workplace Solutions** — A flexible, technology-independent methodology implements solutions for frictionless support across home, branch and campus offices. You benefit regardless of your current toolsets, software, hardware or processes.

Service Experience Management

Service Experience Management drives an exceptional customer experience — and tangible business value. These solutions reimagine the service experience by personalizing services, accelerating resolution time, optimizing IT and business productivity, and driving down support costs.

- **Digital Engagement Solutions** — These solutions combine the horsepower of a B2B engine with the elegance of a B2C design. The result is enterprise-class end-user services and a personalized, consumer-like experience.

- **Customer Care Solutions** — You benefit from personalized end-user support services across multiple engagement channels for a consistent, exceptional customer experience.

- **Global Service Model** — Our innovative model effectively coordinates and synchronizes multiple IT service providers and internal IT teams across organizational boundaries and processes.
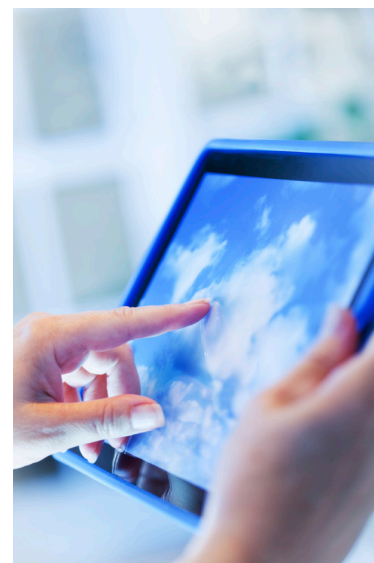
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Cloud Technology Services

Cloud Technology Services connect end users across a wide range of devices and applications. From wireless hotspots to cloud storage and more, we can help you procure, implement, staff and manage multivendor technologies across public, private and community infrastructures.

- **Converged Infrastructure Management** — These services simplify IT support by providing "hands-off" management of implementation, support, health awareness and issue/outage resolution in infrastructure and cloud resources.
- **Cloud Solutions** — These solutions deliver a broad range of cloud choices. These options can host workloads through a single pane of glass by optimizing the use of legacy infrastructure as well as public and private compute environments.
- **Network Solutions** — An integrated approach to network life cycle and carrier services that saves you money, improves availability and enables right-size bandwidth and technologies to meet end-user and business needs.
- **Security Solutions** — Protect your data with a proactive approach that emphasizes prevention across the enterprise, targets endpoint and mobile devices, and embraces new methodologies to prepare for and contain attacks.

CompuCom Fast Facts

- CompuCom has a team of 11,500 associates, including more than 1,000 application services consultants with Cisco Systems, HP, IBM, Microsoft and Sun Microsystems expertise.
- CompuCom holds more than 100,000 industry certifications, including Six Sigma, ITIL for service delivery, ISO 9001:2008, ISO 20000 and more.
- CompuCom supports 4.4 million users, 8 million service desk incidents and 700,000 field support calls each year in North America — more than any other IT provider.
- Six of the top 10 Fortune 500 companies do business with CompuCom.
- Eight of the top 10 retailers and six of the top 10 financial services companies in North America count on CompuCom to support their mission-critical IT operations.
- More than 97 percent of CompuCom revenue comes from repeat clients — a testament to our laser focus on client satisfaction.

"CompuCom's reliable and consistent solutions allow our associates to meet the needs of our customers."

—Vice President of IT Operations

CompuCom®

Industry Recognition

- Leader — Gartner 2015 Magic Quadrant for End-User Outsourcing Services, North America.[1] We have been included in the Leader category for 12 consecutive years.
- Challenger — Gartner 2015 Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America.[2] Included in Challenger category since 2010.
- CompuCom — as a key member of the Global Workplace Alliance — has been a strong performer in the Forrester Wave for Global Workplace Services since 2013.
- CompuCom has been a Strong Performer in the Forrester Wave for North American Workplace Services since 2013.
- Top 10 Outsourcing Service Provider – Building 10 Sourcing Standouts Category, Americas Region, Information Services Group (ISG), 2015.
- Leader — End-User Enablement, 451 Research — End-User Workplace Enablement, 2014.
- ACE AWARD CustomerSat — Achievement in Customer Excellence, consecutively since 2005.
- SERVICE 800 ServiceMetric, help desk services performance above industry benchmark, consecutively since 2000.
- CDN Top 5, Top 100 Solution Providers in Canada — Computer Dealer News, consecutively since 2008.
- CDN Channel Elite Awards 2014 Service Organization, Gold Winner.
- CompuCom is the only IT outsourcing company to achieve the prestigious Service Capability & Performance Support Standards certification every year since it was established in 1998.

Flip the Switch

With millions of satisfied end users and decades spent delivering innovative excellence, we help your workforce achieve game-changing improvements in productivity. Anywhere, anytime, on any device, we are there to support your business success.

Discover how you can power the digital business era in your organization. Learn more about CompuCom and how our comprehensive solutions and services can benefit you today. Visit us online at CompuCom.com or call us at +1 800.225.1475.

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1 "Magic Quadrant for End-User Outsourcing Services, North America, Published: 19 August 2015, Analyst(s): David Edward Ackerman, Daniel Barros, Helen Huntley
2 "Magic Quadrant for Data Center Outsourcing Services, North America," Gartner, August 2015

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