



FACT SHEET: A CompuCom Snapshot

CompuCom QUICK FACTS

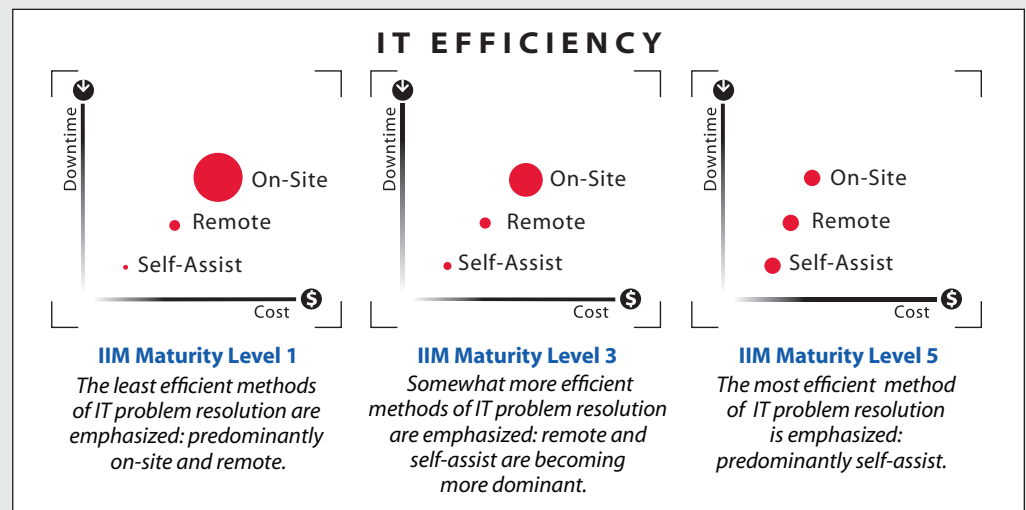
- North American company headquartered in Dallas, Texas
- Onshore, nearshore and offshore IT outsourcing with strong partner network for extended global service delivery
- Nearly 90% of our clients have worked with us for more than five years
- 2008 revenue of \$1.9B
- 20+ years profitable growth serving 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

Who We Are

CompuCom is a leading IT outsourcing company that specializes in infrastructure management, application development, and the procurement and management of hardware and software. Our clients are among the most recognized Fortune 100 and 500 businesses, including high-growth companies and vertical market leaders. CompuCom's infrastructure management experience, industry talent and proven ITSM process methodologies are just part of the reason why we consistently outpace our industry in client satisfaction and service quality.

We Are Experts at Driving Out Cost

As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution helps clients reduce their IT costs, increase workforce productivity and gain maximum value from their information. Our Infrastructure Maturity Assessment Tool (IMAT) illustrates the full potential of IIM and brings light to the most advantageous opportunities for improvement. CompuCom provides a single source to integrate hardware, software and services to get the greatest business value from your IT infrastructure.



- Ernest & Julio Gallo reduced total IT support by 45%.
- Sunoco increased productivity 46% and achieved the highest client satisfaction ever.
- Hamilton Health boosted its network availability to 99.95%.
- PSEG Services Corporation realized nearly \$16 million in IT services cost savings over a three-year period and achieved a 46% return on investment.

CompuCom provides clients with Tier I service quality at a Tier II cost to deliver the best IT services value in the industry.



"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.

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!

CompuCom®

The Leading IT Outsourcing Specialist

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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-ServiceSM (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 - BMC Software - Citrix - CA
 - McAfee - Microsoft - NetIQ - Novell - Quest
 - Service-now.com - Symantec - 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 - Avaya - Cisco Systems - EMC
 - HP - IBM - Intel - Kingston Technology
 - Lenovo - Lexmark - NEC - Network Appliance
 - Sun Microsystems

■ Authorized Service Centers

- Configuration and imaging
- Deployment
- Restoration
- Disposition

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 and remote infrastructure management capabilities enables increased productivity, reduces costs and provides a superior level of end-user satisfaction that help CIOs address business challenges continuously.

Learn more about CompuCom and our comprehensive services.
Visit us online at CompuCom.com or call us at +1 800.225.1475 today.