



FACT SHEET:

A CompuCom Snapshot

CompuCom

QUICK FACTS

- North American company headquartered in Dallas, Texas
- Onshore, nearshore and offshore service delivery with strong partner network for extended global services
- 90% of our clients have worked with us for more than five years
- 2010 revenue of \$1.4B
- 20+ years profitable growth serving clients across industries
- 12,400+ associates, including 1,000+ application services consultants with Microsoft, IBM, HP, Cisco Systems and Sun Microsystems expertise
- 85,000+ industry certifications, ISO 20000 certified, ITIL, and Six Sigma certifications
- Listed among leaders in service desk, managed desktop, managed security, data center, remote infrastructure management, and hosted virtual desktop services markets
- First company to achieve prestigious Service Capability and Performance (SCP) Support standard certification for all consecutive years since 1997

Who We Are

CompuCom is the leading IT outsourcing company that specializes in the assessment, design, procurement, integration, deployment and management of enterprise IT infrastructures. 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

Our Integrated Infrastructure Management solution (IIM™) takes a fresh yet practical approach to reducing the operational expense of the infrastructure while building business value. We strive to deliver initial savings to each client, then we build the infrastructure for continued savings through the term. The typical savings are substantial (10 to 50 percent) depending on how the client's organization delivers service today.

ELEVATE THE VALUE OF YOUR INFRASTRUCTURE



Spend Less
Drive Costs Out of Your Business



Align More
Align IT to Your Business Plans



Innovate Better
Promote Purposeful Innovation

- ▶ Ernest & Julio Gallo reduced total IT support costs 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 in three years and achieved a 46% return on investment.

We help our clients spend less, align more and innovate better



"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 CEO

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, the leading IT outsourcing specialist, delivers IT your way. Our clients like working with us because they know that, with CompuCom, it's all about you. Our unique ITSM strategy blends your data center, network, voice, and end user computing environments in an innovative fashion. This radically simplifies your IT, allowing you to focus on growing your business and serving your customers. We are highly regarded around the world for our balance of industry-leading tools, a pragmatic approach to best practices, and our highly skilled workforce. We are the perfect alternative to address the revolutionary IT transformations facing you today and in the future. More than a trusted advisor, CompuCom is your trusted doer. The following is a snapshot of our services:

Consulting & Integration

- **End-User Computing:**
 - Windows 7 Migrations
 - Desktop & Application Virtualization
 - Mobile Device Management
 - Application Packaging & Delivery
 - Desktop & Asset Management
- **Unified Communications & Collaboration:**
 - IP Telephony & VoIP
 - Messaging, Presence & Collaboration
 - Contact Center
 - Business Video
- **Network Infrastructure & Security:**
 - Routing, Switching (LAN & WAN)
 - Wireless & Mobility
 - Network Security
- **Virtualization & Cloud:**
 - Server Virtualization
 - Private & Hybrid Cloud
- **Storage & Data Protection:**
 - Storage Optimization
 - Backup, Archival & Disaster Recovery
- **IT Service Management:**
 - ITIL Process Maturity
 - ITSM Tools & Partners
 - Service Catalog
 - Lifecycle Asset Management
- **IT Procurement:**
 - Hardware
 - Software Management Services
 - Software Reseller Agreements

Outsourcing

- **End-User Computing:**
 - Managed Desktop & Laptop
 - Mobile Device Management
 - End-User Help Desk
- **Networks & Security:**
 - Managed Networks
 - Managed Infrastructure Protection
 - Managed Identity & Access
- **ITSM & Shared Services:**
 - Service Desk
 - Field Services
 - Continual Service Improvement
- **Unified Communications & Collaboration:**
 - Managed IP Telephony
 - Messaging, Presence & Collaboration
- **Cloud & Data Center:**
 - Managed Server
 - Managed Storage & DBA
 - Business Continuity & Disaster Recovery
- **IT Workforce Solutions:**
 - Contract Consulting
 - Outsourced Solutions

Our Commitment

CompuCom is firmly committed to helping our clients accomplish their business goals while increasing the value they obtain from their IT infrastructures. We deliver the right combination of innovation, quality and exceptional value to address the challenges facing IT leaders today.

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