

# Get to Know Us

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.

## Enabling the Future

CompuCom® understands that technology is an enabler for people to get things done. Technology drives collaboration, innovation and competitive differentiation, letting 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. Our focus is on empowering people to achieve the highest levels of performance by making technology work for them — anywhere, anytime, on any device. And true to our mission, CompuCom is committed to elevating the technology experience through dynamic, proactive and seamless support that energizes people's business and personal lives.

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. We offer:

- End-Point Managed Services
- Mobility Services
- On-site Services
- LifeCycle Services

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. CompuCom delivers:

- Digital Engagement Solutions
- Customer Care Solutions
- Global Service Model

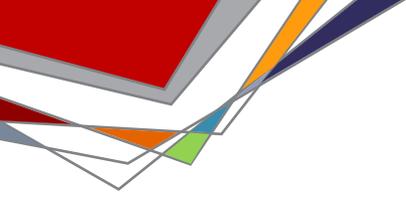
Cloud Technology Services connect end users across a wide range of devices and applications. From wireless hotspots to cloud storage and more, we can help you procure, implement, staff and manage multivendor technologies across public, private and community infrastructures. Our services include:

- Cloud and Data Center Management
- Infrastructure Management
- Network Solutions
- Security Solutions

## BY THE NUMBERS

- We support **5.15 million** users in North America and more than **8 million** Service Desk contacts.
- We manage **millions of** devices and IoT nodes, including **6.4 million** devices, **2.4 million** network devices, **449,000+** servers and **1 million+** mobile devices.
- Our onshore, nearshore and offshore service delivery capabilities combined with a strong partner network enable extended global services across **100+** countries.
- We're proud to do business with **six of the top 10** Fortune 500 companies, **seven of the top 10** retail companies and **six of the top 10** financial services firms in North America.
- We maintain a laser focus on client satisfaction: **90 percent** of our clients have worked with us for **more than five years**, and our client satisfaction rating is **4.8 out of 5** (the industry average is 4.77).

**CompuCom®**



CompuCom provides our 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 end-points, from planning to retirement.

Our unique value chain — comprised of industry-leading tools, a pragmatic approach to best practices and a highly

skilled workforce — ensures you benefit from unparalleled visibility into the life cycle of your infrastructure estate. All of these characteristics combine to make us the perfect partner for addressing the revolutionary IT transformation you face today and in the future.

**Learn more about CompuCom and our comprehensive services. Visit us online at [CompuCom.com](http://CompuCom.com).**

## A differentiated leader:

This is the 14<sup>th</sup> consecutive year that we've earned significant analyst accolades.

- **Leader**, 2017 Gartner® Magic Quadrant® for Managed WorkplaceServices, North America.
- **Received the Highest Score** for End-User Device and Second-highest Scores for Service Desk and Digital Workplace Use Cases in Gartner's 2017 Critical Capabilities for Managed Workplace Services, North America
- **Leader**, End-User Enablement, 451 Research®, End-User Workplace Enablement, 2014.
- **Top 10 Outsourcing Service Provider**, Building 15 Sourcing Standouts Category, Americas Region, Information Services Group (ISG®), 2016.
- **Highest rating in Buyer Satisfaction** in the Everest Group PEAK™ Matrix for Workplace Services Assessment.
- **CompuCom** — as a key member of the Global Workspace Alliance — **has been included in the Forrester® Wave** for Global Workplace Services since 2013.
- **Gold Winner**, Service Organization, 2014 CDN Channel Elite Awards.
- **ACE AWARD** CustomerSat, Achievement in Customer Excellence, consecutively since 2005.

