



## 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
- 2009 revenue of \$1.8B
- 20+ years profitable growth serving clients across industries
- 10,500+ associates, including 1,000+ application services consultants with Microsoft, IBM, HP, Cisco Systems and Sun Microsystems expertise
- 75,000+ 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 12 consecutive years

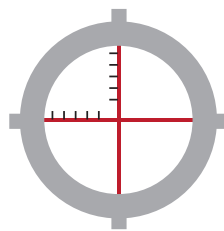
### Who We Are

CompuCom is the 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

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% -50%) depending on how the client's organization delivers service today.

### ELEVATE THE VALUE OF YOUR INFRASTRUCTURE



**Align More**  
Align IT to Your  
Business Plans



**Spend Less**  
Drive Costs Out  
of Your Business



**Innovate Better**  
Promote Purposeful  
Innovation

- 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.

**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 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:

- **Infrastructure Management Solutions**
  - ▶ Data Center Services
    - Server Management
    - Storage Management
    - Hosting & Disaster Recovery
    - Database Administration
    - Application Management
  - ▶ Communications Services
    - Managed Network (LAN, WAN, Wireless)
    - Managed Security
    - Managed IP Telephony (MIPT)
    - Managed Unified Communications
  - ▶ End-User Computing Services
    - Desktop and Laptop Management
    - Mobile Device Management
    - Image and Patch Management
    - Peripheral Management
  - ▶ Process and Service Management
    - Automation & Event Management
    - Service Desk
    - Technical Management
    - Site-Based Services
    - SACM (Service, Asset & Config. Mgmt.)
- **Infrastructure Transformation Solutions**
  - ▶ Maturity Workshops and Assessments
  - ▶ Management Tools & Automation
  - ▶ Project Management
  - ▶ Security Policy and Awareness Programs
  - ▶ Governance (ITIL®) and Best Practices
  - ▶ Security and Risk Compliance Programs
- **Transformation Centers of Excellence**
  - ▶ Data Center
    - Cloud & Converged Infrastructures
    - Server Virtualization
    - Enterprise Storage
    - Data Protection & Archival
    - Networking Fabric
    - High Availability & Disaster Recovery
    - Power and Cooling
  - ▶ Communications
    - Messaging
    - IP Telephony
    - Collaboration & Unified Communications
    - Mobility
    - Routing & Switching
    - Bandwidth Optimization
    - Business Video
  - ▶ End-User Computing
    - Desktop & Application Virtualization
    - Application Packaging
    - Zero-touch deployment
    - OS Upgrade & Refresh
- **Application Services**
  - ▶ Contract Consulting Services
  - ▶ Custom Development Services
  - ▶ Quality Assurance and Software Testing Services
  - ▶ Event Technical Support

## 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](http://CompuCom.com) or call us at +1 289.261.3000 today.