



FACT SHEET: A CCSI Snapshot

CCSI Technology Solutions QUICK FACTS

- North American company headquartered in Dallas, Texas
- Canadian subsidiary, CCSI Technology Solutions Corp., is based in Mississauga, Ontario, Canada
- 20 years of IT experience with thousands of clients in various industries
- \$1.5+ billion in annual revenue
- 100+ sales and service locations across North America
- 7,700+ associates, including 1,000+ application services consultants with Microsoft, IBM, HP, Cisco Systems and Sun Microsystems expertise
- 42,000+ industry certifications
- Onshore, nearshore and offshore IT outsourcing capabilities using a network of Certified Delivery Centers
- 1.3M+ desktop seats managed
- ISO 9001:2000, ITIL, and Six Sigma certifications
- Recognized by Gartner, Inc., and Forrester Research analyst firms as a leader in service desk, desk-side support and service excellence
- First company to achieve prestigious Service Capability and Performance (SCP) Support Standard certification for nine consecutive years
- Longstanding relationships with top service providers, hardware manufacturers and software publishers
- 20 years of profitable growth

Who We Are

CCSI Technology Solutions, a CompuCom Systems Company, is a leading IT outsourcing company providing infrastructure management services, application services, systems integration and consulting services, as well as the procurement and management of hardware and software. With 20 years of IT experience, CCSI employs more than 7,700 highly skilled associates who have earned a combined total of more than 42,000 industry certifications company-wide. As experts in workplace services, CCSI's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.

Why We Are Different

CCSI's unique Integrated Infrastructure Management (IIM) solution breaks through the complex issues of infrastructure management to create a tightly integrated infrastructure solution that combines an effective IT asset management life cycle, an efficient service delivery process, a world-class service desk, and a mutually beneficial relationship methodology.

	Typical Hardware Manufacturers	Typical Software Publishers	Typical IT Service Providers	CCSI
IT Infrastructure Services				
Consulting	■	■	■	■
Systems Integration			■	■
Outsourcing			■	■
Vendor Independence			■	■
Integrated Infrastructure Management™				■
Application Services				
Consulting		■	■	■
Application Development		■	■	■
Testing and QA		■	■	■
Maintenance		■	■	■
Software Services				
Publishing		■		
Procurement		■		■
Licensing, Compliance and Reporting		■		■
Application Design, Development and Maintenance		■	■	■
Vendor Independence			■	■
Hardware Services				
Manufacturing	■			■
Procurement	■			■
Configuration and Imaging				■
Logistics and Distribution	■			■
Vendor Independence			■	■
Single Source for Integrated IT Infrastructure, Application, Software and Hardware Services				■

CCSI provides clients with "tier-one" service quality at a "tier-two" cost to deliver the best IT services value in the industry.



"CCSI has helped clients in every major industry derive maximum value from their IT infrastructures for twenty 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
CCSI Technology Solutions,
A CompuCom Systems Company

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!



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What We Do

CCSI offers IT infrastructure management services, application development, systems integration and consulting, as well as the procurement and management of software and hardware. The following is a snapshot of our services:

■ IT Infrastructure Services

- Desktop management and mobility services
- On-site service and support
- Service desk
- Server management
- Network management
- Storage services
- Data center services
- Security services
- Consulting and integration services
- Infrastructure-as-a-Service

■ Application Services

- Contract consulting and staffing
- Quality assurance and testing
- Application development, integration and maintenance

■ Software Services

- Licensing of software products
- Life cycle management
- Compliance and reporting
- Partners and alliances include:
 - Adobe - Attachmate - BEA - BMC Software
 - Business Objects - Citrix - CA - HP OpenView
 - IBM - LANDesk - McAfee - Microsoft - NetIQ
 - NetManage - Novell - Symantec - TrendMicro
 - VMware - Websense - WebTrends

■ Hardware Services

- Procurement of hardware products
- Life cycle management
- Configuration and imaging
- Logistics and distribution
- Design and project management
- Partners and alliances include:
 - Belkin - Cisco Systems - Dell - EMC
 - Emulex - Epson - HP - Hitachi - IBM
 - Kingston Technology - Lenovo - Lexmark
 - NEC - Network Appliance - Sony
 - Sun Microsystems - Targus - Toshiba
 - ViewSonic - Xerox

Our Commitment

- CCSI is firmly committed to helping our clients accomplish their business goals while increasing the value they obtain from their IT infrastructure.
- Our integrated delivery model enables increased productivity, reduces costs and provides a superior level of end-user satisfaction that help CIOs address business challenges continuously.

Learn more about CCSI's broad range of services and how seamless integration can help you drive greater business value from your IT infrastructure. Visit us online at www.CCSISCompuCom.com or call us at +1 905.816.3000 today.