



CompuCom helps our clients manage processes, access and share information, migrate to the latest technology, improve product quality and mitigate risks.

Key Features

CompuCom provides application services that provide the following for our clients:

- A superior level of solution quality and scalability that is comparable to that of major systems integrators at a cost normally associated with regional solution providers
- Industry-leading best practices and flexible methodologies that enable our clients to make the right choices to support their unique business objectives
- Integrated quality assurance in all aspects and at every stage of the service life cycle to ensure that deliverables are on time and on budget
- Unparalleled flexibility in pricing and delivery of outsourced application services

What We Offer

CompuCom Application Services provides the highest quality technical talent and solutions to produce consistent and predictable results for our customers in timeframes that meet their business objectives. Our clients trust us to provide innovative, focused computing solutions that produce cost effective, reliable, and secure applications.

CompuCom Application Services offers flexible delivery models and pricing for outsourced application services, including:

- Contract consulting services to bring targeted expertise to our client's projects, augment their existing resources, and help them implement contingent staffing best practices
- Application development and deployment of custom software, legacy system functionality enhancements, and aging platform technology upgrades, as well as integration of, or migration to, the latest industry-standard technology
- Test and quality assurance (QA) services that duplicate clients' hardware and software environments
- Support services such as application maintenance, training, help desk, user documentation solution support, solution enhancements, reporting functions and staff augmentation
- Strategy solutions that secure business application investments through project plan development, implementation and oversight
- Project justifications that define critical business drivers, business environment goals and metrics to ensure maximum ROI

How You Benefit

With CompuCom's Application Services, clients leverage the depth and expertise of CompuCom to develop and implement application service solutions that offer many benefits:

- **The Right People:** CompuCom captures a clear understanding of our client's project and business goals, so we can identify the right consultant with a track record of exceptional performance.
- **The Right Time:** CompuCom leverages our RapidResponse methodology to quickly identify and present top-notch candidates.
- **High Client Satisfaction:** CompuCom builds long-standing partnerships with our clients by listening and adapting to each client's unique needs.
- **Better Business Value:** CompuCom's approach to application development provides higher returns for every dollar invested.
- **Lower Risk:** CompuCom delivers a finished, tested, and production-ready functionality in 30-day "sprints". Our clients maintain full control over the priorities and features delivered during each sprint.
- **Integrated Quality:** With a fully integrated test suite, the client can be assured of receiving high-quality software deliverables on time and on budget.
- **Adaptable Solutions:** CompuCom's methodology anticipates changes throughout the life cycle and enables the client to make choices based on immediate needs and greatest business value.

Large Semiconductor Manufacturer

CompuCom has served as the primary supplier of technical support and break-fix services for this large manufacturing company since January of 2005. Our dedicated account team of more than 250 consultants performs a variety of roles in support of thousands of service requests per year throughout the United States. Since bringing CompuCom on board, the company has experienced such improvements as enhanced efficiency via our unified, global processes and approach, as well as decreased complexity resulting from our consolidated billing capabilities

"Microsoft was seeking a scalable solution that would enable our development and test teams to meet product schedules. CompuCom's team addressed our needs in real time without compromising quality. They are a valued resource."

Darrell Blegen

Director
Microsoft Systems, Inc.

How It Works

CompuCom provides outsourced application services, including contract consulting, custom application development and quality assurance and testing. Our Application Service's customer-centric infrastructure delivery evolves with each client's business. Through the assignment of a dedicated account manager who is backed by a world-class support team, CompuCom develops a thorough understanding of each client's initiatives, technical environment, and culture to help us target and anticipate the best type of consultant for each client engagement.

Our custom application development team leverages our people, resources and best practice methodologies to accelerate the development process. We apply the power of SCRUM, an agile, business-driven project management methodology, to maximize ROI, reduce risk and quickly and effectively deliver our clients' projects.

Why CompuCom

CompuCom provides technical talent and solutions of the highest quality to produce consistent and predictable results for our clients. We have earned significant recognition for our commitment to total customer satisfaction, including the following:

- Microsoft Outstanding State and Local Government Partner Award (2007)
- Partner of the Year Award for Operational Excellence by Microsoft Corporation (2006)
- Microsoft Vendor Program (MSVP) Vendor of the Year for Service (2003)

Additionally, CompuCom has an outstanding track record that includes the following expertise and capabilities:

- 20+ years of IT experience with more than a thousand clients in various industries
- More than 1,500 CompuCom Application Services consultants in the field who provide direct services to our clients
- Flexible provision of on-site or offsite services that range in scope from full project teams to individual consultants

CompuCom®

The Leading IT Outsourcing Specialist

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