

2016 CORPORATE FACT SHEET

WHO IS SPS?

Strategic Products & Services (SPS) is a global, multi-vendor unified communications system integrator and managed services provider for collaboration, video, contact center, voice, messaging, converged infrastructure and virtualization.

SPS provides the broad expertise to serve as a single-source provider of communication solutions that transform business capabilities and deliver real results—with premises-based, private cloud and hybrid deployment options.

EXPERTISE

SPS consulting and technical staff possess deep knowledge, broad competencies and extensive certifications — and over half of SPS employees serve in technical roles. SPS specialists use well-documented, repeatable proprietary processes to provide strategic roadmaps and custom end-to-end solutions that span design, integration, support, monitoring and management.

STABILITY

SPS has grown aggressively since its founding in 1988 by winning new customers, acquisitions and partnerships. SPS is privately owned, with equity partnership from Court Square — a private-equity investor with a history of making smart investments in well-run businesses with solid business fundamentals and above-average growth potential.

SPS is managed for the long haul, following a planned series of investments to meet growth objectives, while continuing to deliver predictable results and positive cash flow. The vigorous SPS executive leadership team balances longevity with fresh talent — building energy for change while continuing to care for the fundamentals.

KEY PARTNERSHIPS

SPS maintains strategic partnerships and certifications with more than 15 key manufacturers — achieving the highest partner levels with major-platform partners, Avaya (Diamond), Cisco (Gold), Microsoft (Gold), Polycom (Platinum), VMware (Enterprise), NICE and HP. These competencies and partnerships enable SPS to design and integrate solutions utilizing best-in-class products and applications, which we support with highly-qualified managed services and support offerings.

/ John Poole
*Chairman of the Board
and Chief Executive Officer*

/ Jesse Hermann
Interim President

/ Biff Jennings
Chief Financial Officer

/ Ed Nalbandian
Chief Operating Officer

/ Vel Johnson
Executive VP, Sales



CUSTOMER VOICE

"I continue to be impressed with the level of support we receive from the SPS Technical Services team. They consistently deliver — their response and concern for the end user is quick, thorough and appreciated. I have the best support team from SPS and appreciate their commitment!"

Technology Engineer,
Banking Industry

"The fact that we keep coming back should be a testimony as to how happy we have been with the service we receive from SPS. Very knowledgeable team members and turnkey solutions."

Vice President,
Information Technology,
Commercial Real Estate

"I have worked with SPS for the last 11 or 12 years and they truly are a business partner, not just a vendor. Everyone I've worked with is outstanding and has met or exceeded my expectations."

Sr. Product Manager,
Management Consulting

THE ONE TO TRUST

SPS recommends, designs and integrates complete UC strategies, tailored to any enterprise, small to large. Our competencies include:

- / **Cloud Services:** Complete solutions can be delivered private-cloud and hybrid-cloud models, enabling customers to budget for new communication solutions – including hardware, software and managed services – as an operational expense, with a simple per-user monthly rate card to simplify budgeting.
- / **Managed Services:** SPS has the technical and implementation depth to support every aspect of your unified communications infrastructure. With proactive monitoring and management, configuration support, software update management, 24/7 help desk, advanced parts replacement and more, the SPS TotalCare Managed Services portfolio offers flexible options based on your business needs.
- / **Microsoft Skype for Business (formerly Lync) Implementation and Support:** As a Microsoft Gold Partner, SPS provides a wide range of services covering every aspect of your Skype for Business project, from deployment planning to implementation, managed services and support — all delivered by our highly-capable team of Microsoft specialists with more than 90 relevant certifications.
- / **Integrated Networks & Server Engineering:** SPS engineering teams are certified and experienced, with an average of over 20 years of experience. Our teams understand the integration of multiple platforms and complex applications.
- / **Video Collaboration and Audio Visual:** SPS offers a broad range of video collaboration, telepresence and audio visual services and solutions.
 - Video Collaboration platforms are available "as a service," on a subscription basis.
 - Audio Visual Services include consulting, tailored system design and implementation, custom telepresence, digital signage and video walls
- / **Contact Center:** From customer experience to strategic planning, SPS helps businesses find innovative ways to engage, analyze, serve and retain customers. Our staff of experienced Contact Center Consultants understand the real-world challenges associated with running an effective and efficient contact center, and providing customers with a broad range of services.

WHY SPS?

SPS helps companies across the globe boost revenues, overcome business obstacles and gain an edge on the competition. With our proven methodology, insightful processes, expert engineering and solution-design specialists, SPS forms powerful partnerships with every client we serve.

Engage with the team that delivers

COMMUNICATION SOLUTIONS that TARGET YOUR BUSINESS NEEDS

Contact SPS today at 888-777-7280 or visit www.spscom.com.

SPS / Integrate. Collaborate. Accelerate.

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