Corporate Presentation

Presented by
First Name Last Name
Designation
Today
Technology-driven world.
Technology has redefined the way we do business, making it more customer-oriented.

Technologies Today
• AI Foundation
• Intelligent Apps and Analytics
• Intelligent Things
• Digital Twin
• Cloud to the Edge
• Conversational Platforms
• Immersive Experience
• Cyber Security

*Sources – Gartner, Statista & Globe newswire
Tomorrow

Emerging tech will be disruptive.
Delivering experiences on the customer’s fingertips will be vital.

Technologies Sought Tomorrow

- Hyper-automation
- Cyber Security Mesh
- AI Engineering
- Privacy-Enhancing Computation
- Distributed Enterprise
- Decision Intelligence
- Generative AI
- Cloud-Native Platforms
- Total Experience
- Autonomic Systems

*Sources – Gartner, Statista & Globe newswire*
IT Has Evolved as a Catalyst for Business Impact
Corporate Overview

Black Box® is a trusted IT solutions provider delivering cutting-edge technology solutions and world-class consulting services to businesses around the globe.

The breadth of our global reach, continuous innovation, and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

Our IT infrastructure solutions, services, and products enable secure, flawless connectivity and meaningful collaboration for businesses in every major market across six continents.
A Snapshot

- **Innovative and customized** digital, cloud-ready, secure solutions and services portfolio
- **Future-ready** technology products portfolio
- **Best-in-class** technology partners
- **Worldwide** multivendor, multisite support
- **Agile, flexible, right-size organization**

- **35+** Countries Worldwide
- **30+** International Technology Partnerships
- **5,000+** Active Client Locations Serviced On-Site
- **75** Delivery & Support Centers Across 6 Continents
- **3,800+** Universal Representatives
- **4,000+** Certifications
- **250+** Fortune 500 Clients
- **8,000+** Global Customers

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Moving Forward as ONE

- **1976**: Black Box founded as Expandor, Inc. Mails first catalog with 9 products in 6 pages
- **1980-90**: Black Box
- **1992**: Black Box goes public (NASDAQ: BBOX)
- **1996**: Black Box starts offering on-site data and infrastructure services
- **1998**: Acquires multiple IT service providers
- **1999**: Named one of the “200 Best Small Companies in America” by Forbes magazine
- **2000-10**: Known for its 24/7 tech support, Black Box expands international presence and forms JSVs in Europe, APAC, and South America
- **2004**: Tata exits & Avaya Global Connect is formed
- **2010**: AGC goes global and expands into North America & MEA
- **2011**: Forms Multi-Alliances providing Multi-Solutions in Multi-Geos
- **2014**: AGC acquired by Black Box Corporation; Black Box debuts AGC Accelerating Business
- **2019**: AGC goes global presence
- **2020-21**: Global capability & delivery expansion with acquisitions of Julisoft, Pyrios, Mobilequest, Z Services, Sixtree, and C2PC

BLACK BOX
Growing the global organization: One Name, One Brand, One Language

**1976**
Black Box founded as Expandor, Inc. Mails first catalog with 9 products in 6 pages
Global Footprint*

Seamlessly transforming technology across enterprises economically, uniformly, and with scale at a global level

North America
Canada
USA

Latin America
Brazil
Chile
Costa Rica
Colombia
Mexico
Puerto Rico

Europe
Austria
Belgium
Denmark
Finland
France
Germany
Italy
Ireland
Netherlands
Norway
Spain
Sweden
Switzerland
UK

India

Middle East & Africa
Kenya
Saudi Arabia
UAE

Asia-Pacific
Australia
Bangladesh
China
Hong Kong
Japan
Malaysia
New Zealand
Philippines
Singapore
South Korea
Taiwan

*Black Box Offices
Our Approach
The Roadmap to Technology Integration

Relevance
Understanding industry landscapes, gauging business futures, securing IT, and aligning the relevant technology from global leaders

Relationships
Fostering deep relationships with our technology partners, directed towards helping our customer succeed

Results
Leveraging more than 45 years of dedicated efforts towards delivering objective results aligned to the larger customer organization, but driven by technology
# Black Box Portfolio

Solutions, Services, and Products

## Global Solution Integration
- Connected Buildings
- Digital Workplace
- Customer Experience
- In-Building 5G/OnGo®
- Data Centers
- Enterprise Networking
- Cyber Security

## Xcelerate Services
- Consulting & Design
- Project Management
- Field Services
- Support Services
- Managed Services
- Customer Success

## Technology Product Solutions
- KVM
- IoT
- Audio Video
- Infrastructure
- Networking
- Cables
Global Solutions Integration

Differentiated Global Solutions Integrator That Accelerates Business Outcomes

- Differentiated Solutions
- Strategic Partnerships
- Global Reach
- Local Execution
Digital Workplace

- IT Management
- Reimagined Workplace
- Hybrid Workplace
- UC / UCaaS (Public/Private)
- Premise to Cloud Upgrade

MANAGED SERVICES

- PHONE
- COLLABORATION
- FILE SHARING
- VIDEO CONFERENCING

APPLICATIONS

AVAYA
Cisco Partner
Microsoft
NEC
Zoom
RingCentral
Verint
Global CX Approach
Guidance, Platforms, Success

Omnichannel Experience
Resilient Staffing Solutions
Digital First / AI
Agent Engagement

CX Service Journey evaluation with executable roadmaps simplifies & accelerates business transformation

Fully Integrated Digital First/AI technology transforms CX beyond CCaaS into an Omnichannel solution

Custom Application Services, Global Response Centers, PS, MS, and CSM options ensure continuous improvement

AVAYA
Cisco Partner
NICE®
CALABRIO®
VERINT
GENESYS
copc
In-Building 5G and OnGo®

- 5G
- OnGo® (USA)
- Private Wireless (ROW)
- Public Safety DAS
- RTLS

Public Network
100x Faster Mobile Broadband
Ultra-Reliable, Low-Latency
Massive Internet of Things

Private Network
Allocated (Coordinated) Spectrum
Full End-to-End Security
Predictable, High Capacity, Higher QoS
Data Centers

- Data Center Build
- Outside Plant Build
- DC Operations
- Hyperscale, Colocation, Edge, and Enterprise
Enterprise Networking

- SD-WAN
- Wi-Fi 6
- Security
- Core Routing & Switching
- WiFi as a Service (WaaS)
Cyber Security

Outcome based | Complete lifecycle services | Tailored to clients’ needs | Best of the breed technologies | Cost effective

- Advisory and GRC
- Cloud Security
- Managed XDR
- OT & IoT Security
- Infrastructure and Data Security
- Application Security
- Identity and Access Management

Consulting Services
System Integration Services
Managed Services
Strong Relationship with Global Tech Partners
Supporting IT Innovation Together

<table>
<thead>
<tr>
<th>Airspan</th>
<th>ARISTA</th>
<th>ARRIS</th>
<th>Aruba</th>
<th>ascom</th>
<th>Atos</th>
<th>AVAYA</th>
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Technology Products Solutions

Driving Innovation Through Human-Centric Technology Solutions

- State-of-the-art R&D incubation centers
- 24/7 pre- and post-sales technical support
- Network of technical experts across the globe
- Professionally equipped demonstration and training centers
# Technology Products Solutions Portfolio

## KVM
- Extenders
- KVM Manager
- LCD Console Trays
- Matrix Systems
- Multiviewers
- Secure
- Single-User Switches
- Accessories

## IoT
- BLE Beacons & ID Cards
- Connected Buildings
- Container Tracking
- GPS Personal Tracking
- Gateways & Data Acquisition
- Smart Sensors
- IoT Software Platform

## Audio Video
- Adapters
- AV-over-IP
- Control Systems
- Converters
- Digital Signage
- Room Schedulers
- Extenders
- Repeaters
- Scalers
- Splitters
- Switchers
- Video Walls

## Infrastructure
- Accessories
- Cabinets
- Lockers
- Power
- Racks
- Testers
- Tools
- Cooling

## Networking
- Console Servers
- Device Servers
- Ethernet Extenders
- Ethernet Switches
- Media Converters
- Power over Ethernet (PoE)
- SFP Transceivers
- Wireless
- Docks/Hubs

## Cables
- AV Cables
- Cable Management
- Coaxial
- Active Optical
- Serial
- Network Copper
- Network Fiber Optics
- USB Cables
Product Partners
Leveraging our Relationships with Global Distributors

*All logos are the property of the respective owners.
Entrenched Customer Relationship

Empowering enterprises through cutting-edge technology solutions and world-class consulting services

- Technology
  8 of the Fortune 100 Tech Companies

- Healthcare
  4 of the 6 Largest Hospitals

- Manufacturing
  7 of the 10 Largest Global Manufacturers

- Utilities
  3 of the Fortune 50 Largest US Utility Companies

- Broadcasting
  7 of Forbes’ Top 10 US Broadcast Companies

- Retail
  3 of the 6 Largest US Retailers

- Hospitality
  The 3 HNN Largest Hotels in the World

- Banking
  6 of Forbes’ 10 Largest US Banks
Customers & Use Cases
Consultative Approach

• Identify the customer’s
  • core business issues and goals
  • problem and recommend solutions
• Devise a solution to solve customer’s specific problem
• Ascertain and clearly define the business value to the customer associated to solving these problems
• Provide an informative implementation plan to decision makers
## Case Study – **Data Centers**

### Global Hyperscale Data Center New Builds

<table>
<thead>
<tr>
<th><strong>The Client</strong></th>
<th><strong>The Challenge</strong></th>
<th><strong>The Solution</strong></th>
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<tr>
<td>One of the largest data center holders around the world</td>
<td>Construct multiple hyperscale data centers globally with complex requirements and aggressive go-live deadlines while maintaining data centers that carry massive traffic throughout the world</td>
<td>Black Box has a global strategy and methodology standardizing ensuring repeatable, predictable outcomes. Recruit, train, and retain cultivated talent for long-term projects and resource reallocation</td>
<td>As a preferred data center partner, Black Box has been continuously entrusted with new build-outs while operating data centers with skilled, certified, in-house talent</td>
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# Case Study – Technology

## Drive Network Transformation for a Carwash Technology Company

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<td>The client is one of the fastest growing software/hardware technology company that serves carwash retailers, processing one million transactions a day.</td>
<td>The challenge was threefold. One, to consolidate and centralize a complex, dispersed network. Two: To ensure PCI compliance and scalability across all locations. Three: Manage the network with limited IT resources.</td>
<td>Custom-design a single, enterprise-wide SD-WAN with policies for each specific business operation. Segment and secure PCI data and install next-gen security appliances. Develop a single dashboard for network management by a small IT team.</td>
<td>With one strategic move to a centralized SD-WAN, the company centralized and simplified network management with a single dashboard, and ensured PCI compliance eliminated the risk of data breaches and cost non-compliance fees.</td>
</tr>
</tbody>
</table>
Case Study – Government
Communications Continuity for a Public Utility

The Client
Operating for more than 50 years, this citizen-owned public utility provides electricity, water, and telecom for a town of 60,000 in the Pacific Northwest, USA

The Challenge
To ensure communications continuity and top-of-the-line customer service, the client needed to upgrade its end-of-life, no-longer supported hard-wired communications system to one that provided modern contact center and collaboration features and mobility.

The Solution
After an exhaustive search, the Utility took the digital leap with a high-availability, NEC UC solution that provides redundancy for disaster recovery, modern functionality, mobility, scalability and transparency across multiple call centers.

Benefits
The Utility improved customer service by reducing wait times and using modern messaging and automated functions. During a snow emergency, the power went down, but the phones, and customer service, stayed up. IT likes the scalability and connectivity for networked locations.
## Case Study – Government

### Environmental Monitoring for a Railway System

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<td>The client is a Ministry of Transportation and Communications in Asia operating and maintaining more than 60 in-house data centers</td>
<td>Replace the railway's legacy remote environmental monitoring system that included some damaged hardware and out-of-date, proprietary, customized software which tied them to using only the original supplier</td>
<td>To keep the railway's network operating without heat or humidity damage, Black Box deployed the AlertWerks Wired Monitoring System. The system was installed in 18 control rooms with the dual temperature &amp; humidity controls, smoke detectors, and door access sensors</td>
<td>The system integrates with other devices, such as IP cameras and UPSs, for flexibility. It also provides personnel flexibility as no professional training is needed for system configuration. Managed by a GUI-enabled software program, IT administrators can easily expand or update the system</td>
</tr>
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Case Study – Broadcast

Broadcaster builds Studios on Black Box Emerald KVM-over-IP Platform

The Client
A broadcaster teamed with a global systems integrator to plan and deploy their new Broadcast center with multiple control rooms, studios, and workplaces for 3000 employees.

The Challenge
Customer’s desire was to enable flexible IP-based signal switching and extension connecting physical and virtual systems, with studios, control rooms, and operators using a high degree of automation putting people and news at the center.

The Solution
The Black Box Emerald KVM-over-IP solution became the favored choice to deliver reliable, flexible IP-based signal switching and extension. The system connects in total 1,000 endpoints using a variety of Emerald models that meet individual requirements while working perfectly together.

Benefits
The complete Emerald solution delivered high availability and scalability, interoperability between 4K and HD, remote app, and a market-leading low bandwidth consumption for maximum expandability and flexibility.
**Case Study – Solutions Integrator**

**KVM Solutions for a Swedish Solutions Integrator**

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<td>A solutions integrator and Black Box customer involved in secure networking systems</td>
<td>The customer needed a software solution that enabled them to improve security by locking custom-built servers in an EMP-shielded server room while employees worked in an open-office environment</td>
<td>The customer already had KVM extender solutions they were happy with, but they lacked secure HDMI connections. Black Box designed a DKM KVM extension network that met the customer’s exact connectivity requirements plus had transparent support for USB card readers at 44 user desks</td>
<td>The customer can now secure 44 PCs in an EMP-shielded environment to avoid exposure to outside interference or tampering. Because Black Box provided a pilot installation before the customer placed an order, the customer was able to test the solution before placing the large order</td>
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# Case Study – Broadcast

**Large Broadcasting Network deploys Emerald PE Solution in OB Vans**

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<td>Sports programming division of a large broadcasting network</td>
<td>To significantly reduce his onsite team following social distancing in the OB vans, the customer needed a bandwidth-efficient IP-based solution for moving video and control signals from equipment within on-site mobile production units to distributed production facility via the public internet</td>
<td>The customer used Black Box Emerald KVM-over-IP (keyboard, video, mouse) technology to extend a link across the country, essentially enabling remote control over a WAN unlocking seamless collaboration in a distributed hub model</td>
<td>Enabling a reduction of the on-event team by 65%, the customer can now deliver even more sports productions in a better quality, bringing greater consistency to its broadcasts and establishing a more collaborative creative environment</td>
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Our Credibility
Is Best Answered by Our Clients

“If you ever wanted to check a temperature in the evening or set a temperature in the hot liquor tank… you have it right there on your phone, all the data you need to make sure that it’s working. I can’t tell you how easy that is and how much peace of mind it brings to be able to know that your business is operating correctly, effortlessly, and efficiently while you are away. If any equipment stops operating correctly, I have all sorts of alerts that go off. I can’t tell you how much better I sleep at night knowing that this stuff is going and working the way it’s supposed to work.”

Brewery Owner, AlertWerks and AV Deployments

“Overall, the project was a huge success, and we’ve expanded on this model for other sports and the new NASCAR season. As a result, we’ll be able to add more production elements into the show without adding too many more bodies on site. By expanding the use of KVM over IP technology, we’re able to keep our production team safe while giving viewers at home a richer broadcast product.”

Vice President of Field Operations and Engineering at one of the sports channels

“The new KVM System integrated with the Shelf worked really well. Black Box continues to support us through our journey and ensures we’re heading in the right direction. They’ve seen what works, and what doesn’t – and that’s really valuable.”

Contact Center Manager, New Zealand electricity generator and retailer

“Black Box was able to securely and rapidly modernize its contact center operations to meet high call volumes and support a remote workforce in the midst of COVID-19. And cloud-based solutions are not just for emergencies. They offer government agencies improved flexibility and cost savings over old-school systems for the long haul.”

Manager, Farm Source Service Center

“Genesys Cloud, with Black Box, has transformed the way we work”

State & Local Government Account Manager, IT software

“Working closely with our NEC partners [Black Box], we pretty much gutted and reinstalled our network switching infrastructure, replacing cable in some areas, and changing out all our switches with those having POE (Power over Ethernet) capability. The final cutover was beautiful.”

Sub Network Engineer, Utility Board

Manager, Farm Source Service Center
Awards
Exemplifying our Commitment towards Excellence

2022
- Top choice in the Disability Equality Index® Best Place to Work for Disability Inclusion
- Juniper MIST-AIDE Partner of the Year
- Juniper Enterprise Partner of the Year
- Verint Partner Excellence Award
- CommScope ‘Focus on Training’ Award

2021
- Avaya OneCloud Subscription Partner of the Year - APAC
- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year
- InfoComm Best of Show for MCX Gen 2
- AV Magazine UK (Shortlisted) MCX Gen 2
- rAVe Reader’s Choice Award Nominee
- CommScope DAS Partner of the Year

2020
- Avaya International Theatre Partner of the Year
- NAB Product of the Year Winner for PoE KVM Extenders
- ISE Best of Show Award 2020 for Radian Flex
- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year
- Best of Show Special Edition Award from TV Technology Magazine for Emerald PE IP-Based KVM Extenders
- AV Technology Europe Best of Show at ISE
- Black Box Emerald PE for Digital Media World Award - Bronze
Customer Driven

We are equipped, certified, and driven towards the customer organization. Our capabilities span vendors and technologies that help us support our customers' needs.

Our quality management and professional services provide unmatched credibility and capability to serve demanding customers.

Global Support
- Customer Experience Centers (CEC)
- Global Response Centers
- Global Security Operation Centers (G-SoC) across Pittsburgh, Dallas, Mumbai & Bengaluru

Quality Commitment
- ISO 9001:2015 certified
- SOC-2 – Re-examination completed
- BICSI-certified team members
- RoHS2 compliant
- WEEE compliant

Continuous Innovation
- Center of Excellence for Global Solution Integration
- State-of-the-art incubation centers to align products to newer markets
Accelerating Customer Success in an Ever-Changing Digital World

LET'S CONNECT

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