ACCELERATING THE CUSTOMER’S DIGITAL LANDSCAPE

WE ARE BLACK BOX
Our Story
Evolves with Every Technology Shift
Technologies behave as **Tectonic Plates**

- By 2030, Metaverse technology would be worth $5 trillion and will offer major new growth opportunities in the digital workplace for several industries. (McKinsey)

- The number of buildings globally deploying smart building technologies will reach 115 million in 2026 - an increase from 45 million in 2022.

- By 2025, there will be 152,200 IoT devices connecting to the internet per minute, generating $4-11 trillion in economic value.

- 42% of organizations prefer re-modifying the application interaction with datacenters. (Harvard Business Review)

**Businesses are challenged by Tectonic Shifts**

- Metaverse technology has the potential to profoundly change how businesses and consumers interact with products, services, and each other.

- Today's buildings rely on multiple systems for lighting, heating, and other necessities. Smart buildings help improve efficiency by connecting the operational systems while reducing costs.

- IoT solutions leave a great impact on businesses since they don't necessarily change the method of business operation, but its implementation and rapid use improve the productivity and efficiency of businesses.

- Today's organizations need a hybrid digital infrastructure consisting of both physical and virtual assets and functions, with physical and logical resources, connections, and dependencies.

*Sources – Gartner, McKinsey, BCG, PwC*
The Answer Is
An Experienced Technology Partnership

Delivering Future-ready Digital Infrastructure and Networking Services for Customer’s:

- Connected experiences
- Communication and collaborative workflows
- Business continuity
- Hyperscale data center readiness
- Cost efficient IT modernization
Helping Drive the Technologies of Tomorrow

Customer’ Industries

| IT / ITeS | Retail / Consumer Care | Manufacturing | Government & Defence | Healthcare | Hospitality | Business Services | Banking & Capital Markets | Financial Services | Transport & Logistics |

BLACK BOX OFFERS

Access to Future Tech

The Digital Acceleration Specialists supporting Integration and Delivery

Data Centers  Customer Experience  Cybersecurity  Reimagined Workplace

Global Multisite Deployments  Physical Infrastructures  5G  In-Building LTE & 5G  Audio Visual Integrations

Edge Networking  Enterprise UCC  Connected Buildings  Professional & Managed Services

OFFERS

Conversational AI & Self-Service  Autonomic Systems  Robotics & AI Engineering  Biometrics

Trusted strategic IT solutions & services partner and solution integration expert for over 45 years.

Accelerating business transformation and strengthening digital infrastructure foundation - network, customer experiences, connectivity, and more.

Driving the digital infrastructure by serving clients across continents and cultures through our Glocal strategy.
Empowering business transformation with Digital Infrastructure and Networking Solutions

Delivering more than a Service, a Promise to be Relevant to Technology Shifts

Always evolving on the strength of diverse Subject Matter Expertise of our experts and through the roadmap of visionary leadership

Connected as one family - internal people and a partner network of technology and product experts

Scripting technology led client success across various sectors of the global IT landscape
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.
And **Global 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**
Inception To Date
Milestones In Our Journey

AGC founded as Tata Telecom Ltd.

1986

Tata Telecom forms JV with AT&T in India

1994

AT&T exits, Tata-Avaya JV takes Shape

1996

Tata exits & Avaya Global Connect is formed

2004

Avaya exits, Essar enters and AGC Networks Ltd. is born

2010

AGC goes global and expands into North America & MEA

2011

Forms Multi-Alliances providing Multi-Solutions in Multi-Geos

2014

Expanding global presence AGC acquires Black Box Corporation; Black Box delists

2019

Growing the global organization to become One Name, One Brand, One Language

Continuing its commitment to digital excellence and customer satisfaction

1992

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

1976

Black Box goes public (NASDAQ: BBOX)

1980-90

Grows from a small catalog to "The Big Book and becomes Black Box. HQ moves from Simi Valley, California to Lawrence, Pa

1994

Black Box starts offering on-site data and infrastructure services

1996

Known for its 24/7 tech support, Black Box expands international presence and forms JVs in Europe, APAC, and South America

1998

Acquires multiple IT service providers

1999

2000-10

Named one of the 200 Best Small Companies in America* by Forbes magazine.

2014

2019

2020-22

2023 & Beyond
With **Footprints Across the Globe**

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

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

**North America**
- Canada
- USA

**Latin America**
- Brazil
- Chile
- Costa Rica
- Colombia
- Mexico
- Puerto Rico

**Middle East & Africa**
- Kenya
- Saudi Arabia
- UAE

*US HQ*  
*Registered and India HQ*

*Black Box Offices*
Guided By

Strong Beliefs

- Accountability and transparency with all stakeholders.
- Embracing global citizenship and respecting differences by nurturing diversity.
- Continuous innovation, anticipating the ever-changing needs of our customers and accelerating their success.
Guided by 1500+ Certified Experts

Pre-Sales
Understanding client expectations to align service delivery to business goals

Service Engineers
Skilled in diverse domains - networking to infrastructure to telecom

Solution Experts
Advisory teams’ outline steps to propel client’s digital acceleration strategy

Global Certifications
Multi OEM Support
Global Footprint
Customer-first Evolution of Best Practices

Global Support
- Global Response Centers
- Customer Experience Centers (CEC)
- 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
Expertise Built Over Decades **Define the 3 “R” approach**

**R**elationships
Fostering deep relationships with our technology partners, directed towards helping our customers succeed

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

**R**esults
Leveraging more than 46 years of dedicated efforts towards delivering objective results aligned to the larger customer organization, but driven by technology
# A Journey of Accolades

## 2022-2023
- AV Technology Best of Show ISE 2023 for Emerald DESKVUE (Global)
- Juniper – Alliance Partner of the Year (APAC)
- TVB Europe 'Best of Show' Award at IBC 2022
- National Best Employer Brands — 2022 (India)
- Top choice in the Disability Equality Index® Best Place to Work for Disability Inclusion (USA)
- CommScope - ‘Focus on Training’ Award (USA)
- Silver Stevie Award Winner Customer Service Team of the Year (USA)
- TVB Europe Best of Show Award IBC 2022
- AV Technology Best of Show ISE 2022
- Verint - Partner Excellence Award (India)
- Avaya - Subscription Partner of the Year (India)
- Juniper - MIST-AIDE Partner of the Year (India)
- Juniper - Enterprise Partner of the Year (India)

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

## 2020
- NAB Product of the Year Winner for PoE KVM Extenders (USA)
- ISE Best of Show Award 2020 for Radian Flex (EU)
- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year (USA)
- Best of Show Special Edition Award from TV Technology Magazine for Emerald PE IP-Based KVM Extenders (USA)
- AV Technology Europe Best of Show at ISE (EU)
- Black Box Emerald PE for Digital Media World Award – Bronze
- Avaya International Theatre Partner of the Year (India)
A Deeper Dive into Our Offerings
Our Portfolio of Solutions, Services, Products

Global Solutions Integration
- Connected Buildings
- Digital Workplace
- Customer Experience
- In-Building 5G/Private LTE
- Data Centers
- Enterprise Networking
- Cybersecurity

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

Technology Product Solutions
- AV & KVM
- IoT
- Analytics & Control Solutions
- Network Infrastructure
- Support & Services
Global Solutions **Portfolio**

Global Solutions Integration

- Enterprise Networking
- In-Building LTE & 5G
- Cybersecurity
- Enterprise UCC
- Audio Visual
- Customer Experience

**Physical Infrastructure**
- Connected Buildings

**Data Centers**

**ENTERPRISE NETWORKS**

**DIGITAL INFRASTRUCTURE**

**DIGITAL COLLABORATION**
Global Support Services

24/7/365 Global Response Centers (GRC)
Furthering Digital Acceleration on Strong Partnerships

Technology Partners

*Logos Are The Property Of Their Respective Owners
Overview of Technology Product Solutions Portfolio
Technology Product Solutions Portfolio

Audio Video/IoT

AV
- Switching
- Visualization
- Desktop KVM
- Enterprise KVM
- Distribution
- Signage/Video Walls

Unified Control & Management

IoT
- Connected/Smart Buildings
- Telemetry/Positioning
- Sensors
- Gateways
- Sensors
- Gateways

IoT Analytics Software Platform

Connectivity Products

Support & Professional Services

SERVICES
- Consulting
  Tailored combinations of technologies and products
- Factory Pre-Configuration
  IT infrastructure, hardware and software setup and maintenance
- Support
  Through all project and product lifecycle stages
What We Do

- **AV Switching and Extension**: Simplify signal management with reliable switching and extension equipment.
- **Video Walls and Digital Signage**: Make decisions from a common operating picture or shared display.
- **IoT Monitoring, Sensors, and Gateways**: Monitor your building, rooms, and equipment from anywhere, at any time.

**Sources/Server Rooms**

**Signal Management**

**Operator Consoles**

**Video Wall**
Furthering Digital Acceleration on Strong Partnerships

Product Partners

*Logos Are The Property Of Their Respective Owners*
Business Benefits of Our Digital Infrastructure
Forging Lasting Relationships Across the Business Continuum

- **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
Client Testimonials
Signaling the Strength of our Engagements

“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.”

Kevin Callahan, Vice President of Field Operations and Engineering, Fox Sports

“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 COVID19. 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.”

State & Local Government Account Manager, IT software

“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
It’s a journey **We’re Proud** of today and **Excited for Tomorrow**

"The digital landscape is constantly changing, and every change is an opportunity. The need for creating digital infrastructure is at its peak at this present hour and Black Box is well-placed to take that crusade to the next level. Being constantly relevant to changing dynamics, and innovating new possibilities in infrastructure - Networks, Data Centers, Cybersecurity — we take pride in being the backbone of technology infrastructure that enterprises of tomorrow can rely on. We continue to grow at a faster pace as we fuel and accelerate our customer’s business.

**Sanjeev Verma**
President & CEO