BLACK BOX®

A trusted digital infrastructure partner

April 2025

Introduction

Corporate overview

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.

Supported by a global team of around 3,600 professionals and strategic partnerships with leading technology providers, Black Box delivers end-to-end solutions in network integration, digital connectivity infrastructure, data center buildouts, modern workplace solutions, and cybersecurity. Its Technology Products portfolio enhances business operations with cutting-edge solutions in AV, IoT, KVM, Networking, Infrastructure, and Cables.

Black Box is a premier Global Digital Infrastructure Solution Integrator with a strong track record
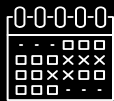
3600+
Employees

120
Fortune 500 companies served

75
Delivery and Support Centers

48+
Years of experience

30+
Global Technology partnerships

5000+
Active client locations Serviced On-site

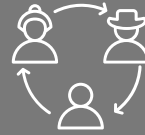Presence in **35+** Countries **across 6 Continents**

Human capital

Glocal Workforce
Globally Presence Highly Localized

3600+ Workforce, 35+ Countries
19% Gender Diverse, 5 Generations at Work

Employee Connectedness
Driven by Purpose

Culture of Active Listening
Extensive Communication, Engagement & Empowerment

Learning Culture
Upskilling Talent

1733 Learning Sessions
17,324 Learning Hours
5 Learning Academies (Leadership, Sales, Technology Excellence, Professional Excellence & Program Management)

India Capability Center
Leveraging Global Support

600+ in India Capability Center
Increased Global Delivery via India from 12% to 15% in last two years

Technology Experts

More than 1500+ Technology experts including project managers, service engineers, and solution architects
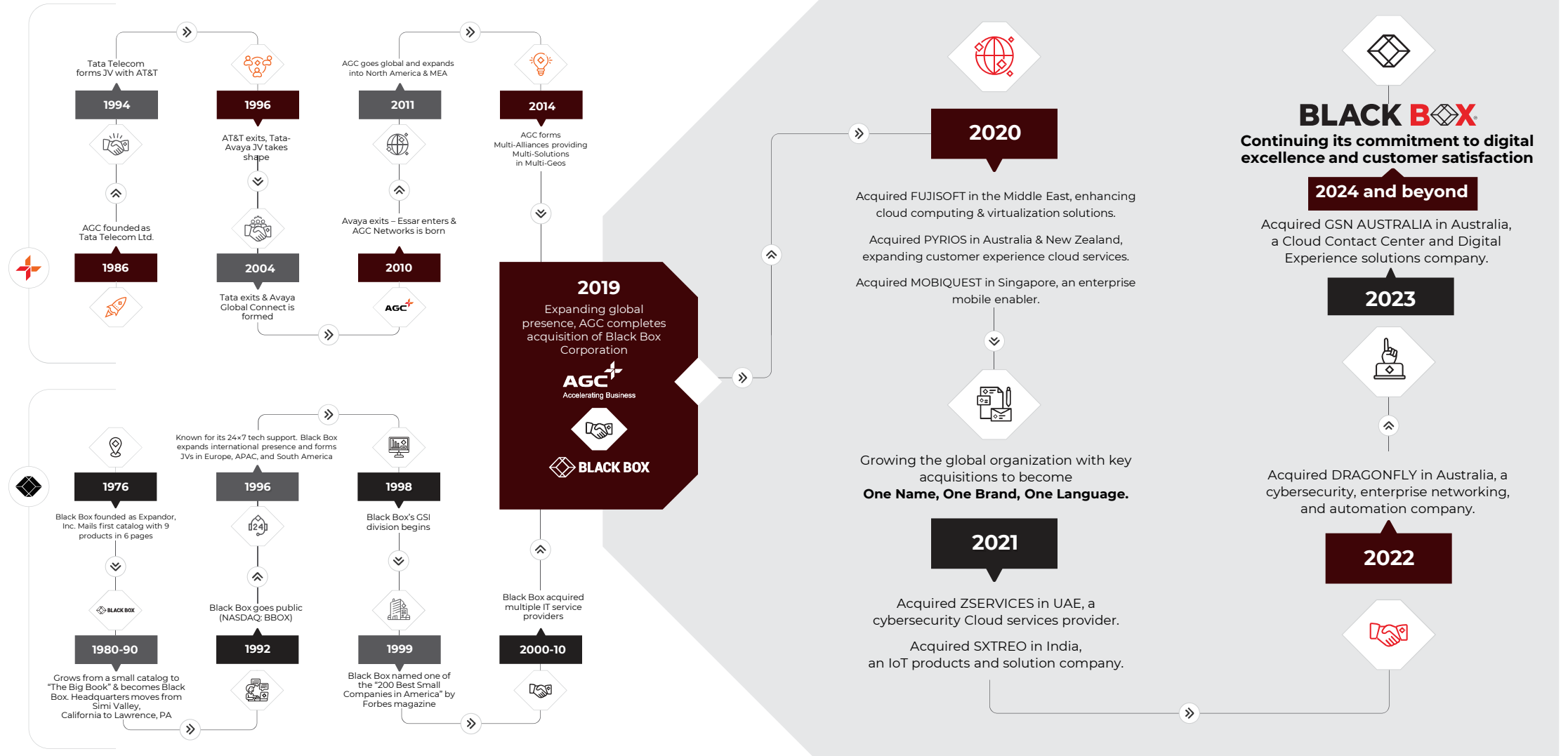
Rewards & Recognitions
Joy of Appreciation

3,430 appreciations in a week
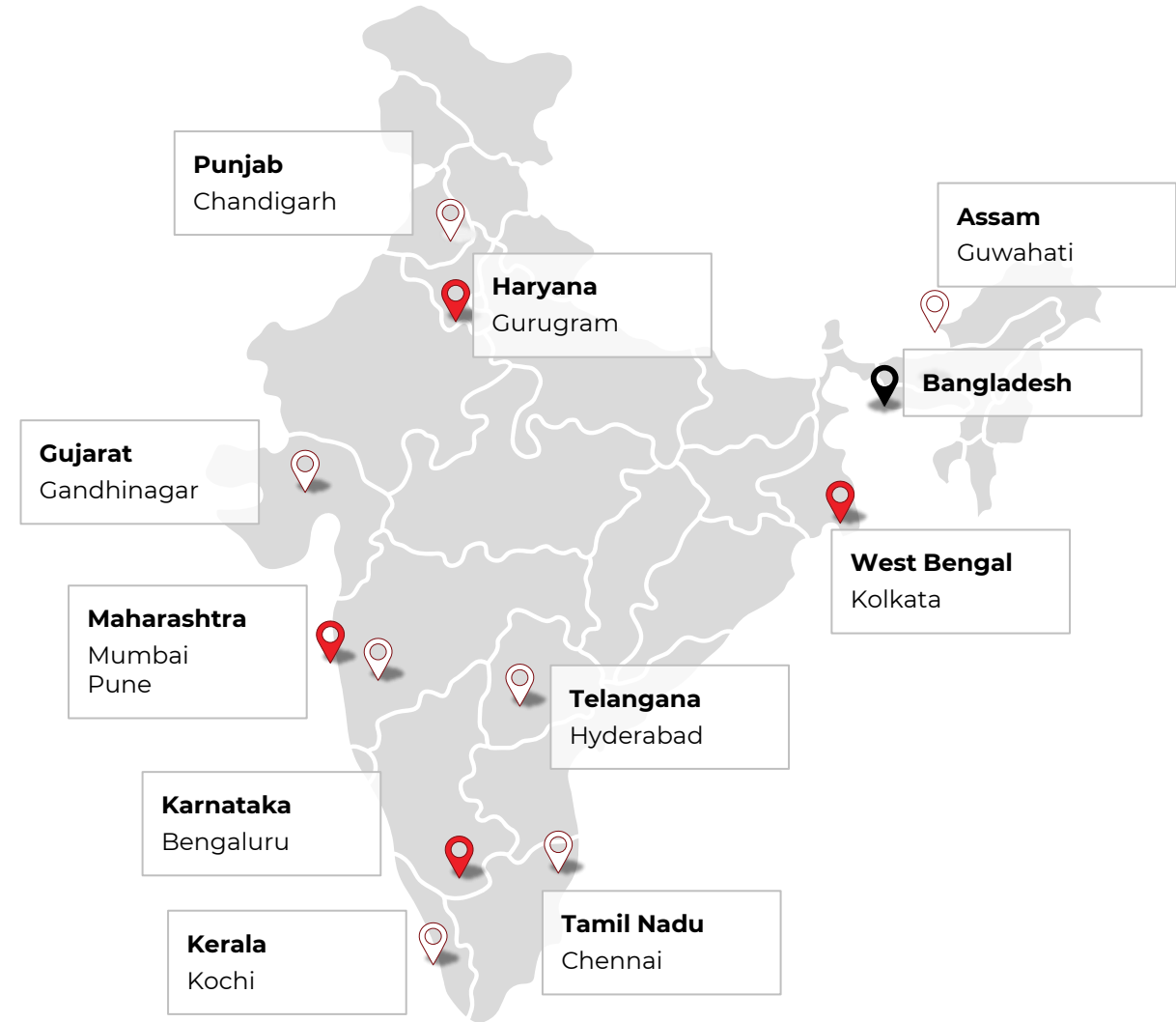Culture of Recognition (248 Spot Awards)

Moving forward as ONE

1994 — Tata Telecom forms JV with AT&T

1986 — AGC founded as Tata Telecom Ltd.

1996 — AT&T exits, Tata-Avaya JV takes shape

2004 — Tata exits & Avaya Global Connect is formed

2011 — AGC goes global and expands into North America & MEA

2010 — Avaya exits – Essar enters & AGC Networks is born

2014 — AGC forms Multi-Alliances providing Multi-Solutions in Multi-Geos

2019 — Expanding global presence, AGC completes acquisition of Black Box Corporation

AGC+
Accelerating Business

BLACK BOX

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

1980-90 — Grows from a small catalog to "The Big Book" & becomes Black Box. Headquarters moves from Simi Valley, California to Lawrence, PA

1996 — Known for its 24×7 tech support. Black Box expands international presence and forms JVs in Europe, APAC, and South America

1992 — Black Box goes public (NASDAQ: BBOX)

1998 — Black Box's GSI division begins

1999 — Black Box named one of the "200 Best Small Companies in America" by Forbes magazine

2000-10 — Black Box acquired multiple IT service providers

2020

Acquired FUJISOFT in the Middle East, enhancing cloud computing & virtualization solutions.

Acquired PYRIOS in Australia & New Zealand, expanding customer experience cloud services.

Acquired MOBIQUEST in Singapore, an enterprise mobile enabler.

Growing the global organization with key acquisitions to become
One Name, One Brand, One Language.

2021

Acquired ZSERVICES in UAE, a cybersecurity Cloud services provider.

Acquired SXTREO in India, an IoT products and solution company.

2022

Acquired DRAGONFLY in Australia, a cybersecurity, enterprise networking, and automation company.

2023

Acquired GSN AUSTRALIA in Australia, a Cloud Contact Center and Digital Experience solutions company.

BLACK B⬥X
Continuing its commitment to digital excellence and customer satisfaction

2024 and beyond

Footprints across the globe

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

APAC
- Australia
- Bangladesh
- China
- Hong Kong
- India
- 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
- UAE

US HQ

Registered and India HQ

*Black Box Presence

India spread

◆ 15+ offices in India

◆ Distribution Network of 50+ System Integrators, Channel Partners and Dealers

◆ Major delivery centers across Mumbai, Delhi, Bengaluru, Kolkata, UP, Rajasthan, Andhra Pradesh and Kerala

Punjab
Chandigarh

Haryana
Gurugram

Assam
Guwahati

Bangladesh

Gujarat
Gandhinagar

West Bengal
Kolkata

Maharashtra
Mumbai
Pune

Telangana
Hyderabad

Karnataka
Bengaluru

Tamil Nadu
Chennai

Kerala
Kochi

India

Bangladesh

Introduction: Black Box team

Sanjeev Verma
President & CEO

Seasoned technology veteran with over three decades of experience in ICT sector

Jayantha Prabhu
Business Head – India & SAARC

28+ years of experience in the Technology domain, driving innovation to transform various businesses

Abhinav Sharma
VP & Head – Sales, India & SAARC

Sales leader with 25+ years in enterprise communications and strategic operations

Rajat Varma
Vice President – West Region, Sales

Experienced IT professional with 20+ years in leadership, sales, alliances, operations, technology, and team building

Yadvinder Singh
Associate Vice President – East, Sales

Proven sales leader driving growth, innovation, and digital transformation across SAARC

Partha Sarathi Dash
Associate Vice President – South, Sales

Leads customer-focused sales growth through strategic enterprise and IT solutions

Sanjay Ahlawat
Associate Vice President – North, Sales

25+ years leading IT sales, design, delivery and regional operations

Tomi Thomas
AVP & Practice Head – Modern Workplace

24+ years of expertise in AV consulting, design, and collaboration solutions

Bhavin Barbhaya
Vice President – Networks, India

25+ years leading sales & solutions in enterprise tech, driving growth across India & APAC

Sasikumar R
Associate Vice President – Service Delivery, India

28 years of expertise in service delivery, projects, and customer excellence leadership

Customer-first evolution of best practices

Global Support

❯ Global Response Centers

Plano, Pittsburgh, Mumbai & Bengaluru

❯ Customer Experience Centers (CEC)

❯ Global Security Operation Centers (G-SoC)

Plano, Bengaluru, Sydney & Mumbai

Quality Commitment

❯ ISO 9001:2015 certified

❯ ISO 20000:2018 certified

❯ SOC-2 certified

❯ BICSI certified team members

❯ RoHS2 compliant

❯ WEEE compliant

Continuous Innovation

❯ Hyperscale Data Center of Excellence in Minnesota, US

❯ Bengaluru Center of Excellence for Global Solutions Integration

❯ State-of-the-art incubation centers to align products to newer markets

Expertise built over decades

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

Relevance
Understanding industry landscapes, gauging business futures, securing IT, and aligning the relevant technology from global leaders
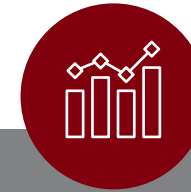
Results
Leveraging more than 48 years of dedicated efforts towards delivering objective results aligned to the larger customer organization, but driven by technology

ESG at Black Box: Driving a sustainable future

Driving a transparent, sustainable, and globally-compliant ESG strategy rooted in responsible, future-focused business practices.

ESG Achievements & Recognitions

| BRSR disclosure submitted | Crucial CDP rating obtained | Sustainability report published | EcoVadis rating obtained | SBTi Net-Zero commitment reported |

Education

Health

Environment

Our Goal
Black Box's ESG commitment drives responsible growth, shaping the organization, strengthening the business, and elevating the brand through global standards and meaningful environmental and societal impact.

Corporate Social Responsibility (CSR)
Driving meaningful change through active participation from both our organization and employees.

Industry & market accolades

2024

- Extreme Networks – India Partner of the Year 2024
- Juniper Networks – Worldwide GSI AIDE Partner of the Year 2023
- Best Organization (IT & ITes) - Corporate Titan Awards (India)
- Most promising Managed IT Services Provider - CIO Review (APAC)
- Unify US Partner of the Year - Mitel
- Sound and Video Contractor 2024 Innovative Product Awards - Emerald DESKVUE with AV WALL (EU)
- Verizon – Wireline Subagent of the Year, 2023 (USA)
- Commscope – Partner of the Year '23 (LATAM)
- Verint - Partner Excellence Award 2023 (India)
- Emerald AV Wall for Best of Show at ISE 2024 (EU)
- 'Outstanding Corporate Tax Management' at the 7th Tax Strategy and Planning Summit & Awards 2024 (India)

2023

- Extreme Networks – India Partner of the Year 2023
- Juniper Networks - MIST-AIDE Partner of the Year (India)
- AV Technology Best of Show ISE 2023 for Emerald DESKVUE (Global)
- Platinum Award - Best Booth – Automation Expo 2023 (India)
- Juniper – Alliance Partner of the Year (APAC)
- Most Promising Tech Marketers Award 2023 from The Economic Times, India

2022

- Extreme Networks – India Partner of the Year 2022
- Juniper Networks - MIST-AIDE Partner of the Year (India)
- Juniper Networks - Enterprise Partner of the Year (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 (EU)
- AV Technology Best of Show ISE 2022 (EU)
- Verint - Partner Excellence Award (India)
- Avaya - Subscription Partner of the Year (India)
- National Best Employer Brands — 2022 (India)
- TVB Europe 'Best of Show' Award at IBC 2022 (EU)

Global Solutions Integration

We provide end-to-end digital infrastructure solutions and services

1 Intelligent infrastructure

- Fiber connectivity
- IoT, Physical security and surveillance
- Passive infrastructure & structured cabling

2 Enterprise networking

- Local & wide area networks
- Cloud networks
- Wireless and private LTE networks

3 Modern workplace

- Customer experience
- Advisory and consulting services
- Employee experience

4 Data centers

- DC infrastructure
- DC support services
- Network and connectivity

5 Cybersecurity

- Advisory & GRC
- Infrastructure & data security
- Managed XDR &IAM

Managed services

- X-as-a-service
- Service desk
- Support services
- Augmenting staff

Professional services

- App development & integration
- Field & dispatch services
- Project deployment
- Consulting & design

Through our **enterprise networking solutions**, we deliver high-performance, secure, and scalable connectivity

Core Networking

SD-WAN
Secure, high-performance connectivity across distributed locations with centralized control

Wi-Fi 6/6E/7
Ultra-fast, low-latency wireless designed for high-density, mission-critical environment

Security/NAC
AI-driven threat prevention & Zero Trust network access for enhanced security

Core Routing & Switching
Scalable, resilient networking to support AI, automation, and edge computing

Private LTE/5G

Private & Shared Spectrum
Dedicated, high-bandwidth wireless for secure, real-time operations

Private LTE/5G Network and Edge Devices
Industrial-grade connectivity for seamless mobility and automation

IoT/RTLS & Asset Tracking
Real-time location tracking and IoT integration for efficiency and security

Neutral Host
Shared wireless infrastructure that enables multiple carriers to provide seamless coverage

Distributed Antenna Systems

Licensed Spectrum
Reliable, high-capacity connectivity for enterprise and industrial environments

In-building Cellular
Seamless mobile coverage inside large, complex facilities

Public Safety
Mission-critical communication solutions to meet regulatory & safety requirements

Key Strategic Partners

ARISTA   F RTINET   HPE aruba networking   JUNIPER Elite Plus Partner   cisco Gold Partner   Extreme networks   hp   poly   CORNING

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Through our **modern workplace solutions**, we transform employee and customer experiences

Employee Experience

Agentless Service Desk
AI-powered automation for instant issue resolution without human intervention

Global Concierge Service
24/7 personalized IT and technology support, tailored to workforce needs

Employee Enablement
Cloud-based tools and training to empower employees for seamless productivity

Modern Collaboration
AI-enhanced communication and meeting solutions for a hybrid workforce

Sustainable DaaS
Cost-effective Device-as-a-Service model for efficient lifecycle management

Tech Cost Management
Optimized IT investments through automation and data-driven insights

Customer Experience

Channel-less CCaaS
AI-driven cloud contact centers for seamless omnichannel interactions

Agent Assist & AI Automation
Virtual agents and AI-powered automation to enhance service efficiency

WFM & Quality Assurance
Intelligent workforce management and performance tracking

CRM Application Services
Optimization and automation of CRM platforms for better engagement

AI Data Fabric Services
Secure, AI-driven data infrastructure for real-time analytics and decision-making

Key Strategic Partners

Atos RingCentral Microsoft hp poly AVAYA CRESTRON cisco Gold Partner NEC ARISTA Mitel zoom

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Through our **cybersecurity solutions**, we provide a suite of comprehensive, innovative & full-lifecycle cybersecurity solutions

Firewall Solution	Email Security	Web Application Firewall	Endpoint Detection and Response

Network Access Control	Data Loss Prevention	Network and Infra Monitoring Tools

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Through our secure & connect solutions, we create trusted infrastructure for smarter buildings

Building Management System

- BMS integration
- Equipment control & monitoring
- Field sensor & applications

Life Safety & Protection

- Fire alarm systems
- Smoke & heat detection
- Fire suppression
- Evacuation controls

Physical Security & Analytics

- Access control systems (ID cards, biometrics)
- CCTV & video surveillance
- Intrusion & Perimeter detection
- Security analytics & AI

Parking Management System

- Barrier gates & ticketing
- License Plate Recognition (LPR)
- Occupancy sensors & Smart payment systems
- Visitor access control

Key Strategic Partners

AXIS COMMUNICATIONS   BOSCH   COMMSCOPE®   MITSUBISHI ELECTRIC *Changes for the Better*   Schneider Electric   BELDEN   Honeywell   dormakaba   tyco   HIKVISION

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Further, we deliver **end-to-end field** services to our customers at their multiple locations across the globe

Deployment Services

- Site surveys, standards and run book creation, on-site training
- Network & site readiness assessment
- MDF/ IDF build out/ rehab & network remediation/ future-proofing
- New fab build-out & fab support facilities

Customer Support Services

- 24x7x365 response center
- Remote diagnostic support
- Proactive monitoring
- End user service desk
- Incident and performance remediation, etc.

Maintenance Services

- Preventive maintenance
- Break-fix support
- On-site & remote troubleshooting, end-of-life support & decommissioning, etc.

Staging & Logistics Services

- Device lifecycle management
- Inventory tracking, RTLS
- IT asset tracking & management
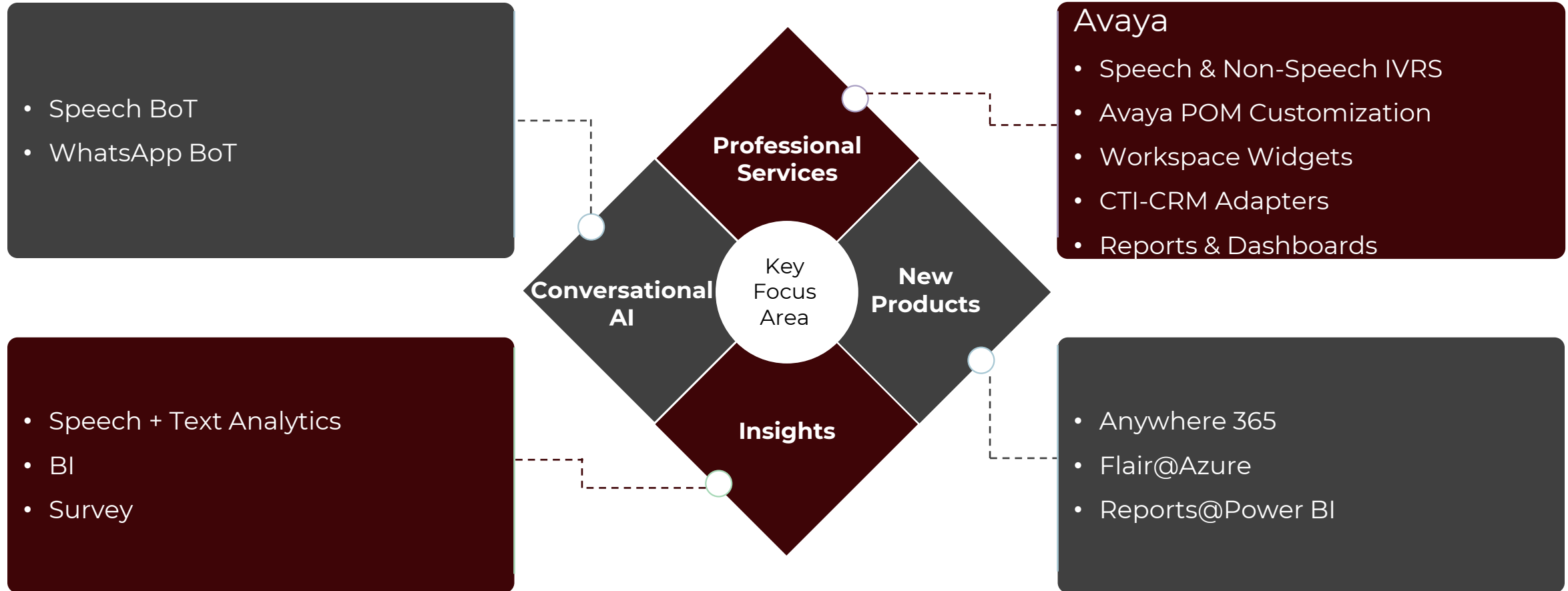- Configure, deploy & manage wired & wireless devices, etc.

Remote & Operational Services

- Backup management
- Carrier incident managed services
- Vendor management services
- Disaster recovery planning, etc.

Digital applications

Speech BoT
- Speech BoT
- WhatsApp BoT

Avaya
- Speech & Non-Speech IVRS
- Avaya POM Customization
- Workspace Widgets
- CTI-CRM Adapters
- Reports & Dashboards

Professional Services

Conversational AI

Key Focus Area

New Products

Insights

- Speech + Text Analytics
- BI
- Survey

- Anywhere 365
- Flair@Azure
- Reports@Power BI

Competencies & partnerships

Practice	OEM	SEGMENTS	SKILLS	CERTIFICATIONS	PARTNERSHIP LEVEL
Data Center & Enterprise Networking	JUNIPER	SRX/EX/MIST*	36	65	ELITE PLUS
	CISCO	UC, NETWORKING	23	35	GOLD
	EXTREME	WIFI, R&S	13	66	DIAMOND
	FORTINET	FIREWALL/SWITCHING	13	3	ADV. RESELLER
	HPE ARUBA	WIFI-ARUBA	11	7	SILVER
	TREND MICRO / PALO ALTO / CHECKPOINT	CYBER SEC	12	4	SILVER / INNOVATOR / AUTHORIZED
	ALLIED TELESIS	R & S	4	1	PLATINUM
Modern Workplace	CRESTRON / KRAMER / AVIXA / BIAMP / etc	AV/BRI	25	210	AUTHORIZED
	HP | POLY	VIDEO CONF	25	50	SILVER
	AVAYA	CORE/APPS, IPO, CC, SBC	35	50	DIAMOND
	GENESYS	Cloud CX	30	21	GOLD
	ORACLE	SBCE / SDWAN	4	1	GOLD
	VERINT	CUSTOMER ENGAGEMENT	5	2	GOLD
	CALABRIO	VOICE RECORDING	3	2	IMPLEMENTATION PARTNER

Technology partners

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Case Studies

Case study: Black Box has been providing digital infrastructure services to a global semiconductor company for over a decade

Client context

One of world's largest semiconductor design and manufacturing companies was facing key challenges including …

> Lack of consistency, quality and accountability across all locations

> Identifying a partner that can deliver world class services in multiple complex and challenging environments

> Transitioning from complex construction environments to sustainable and productive production environments

How did Black Box help

> Black Box provided on-site full-time staff at all major US campus with additional on-demand support for regional locations

> Design, deploy and support solutions in labs, offices, clean room manufacturing facilities and data centers

> Actively engage in new construction, supporting client's expansive portfolio of general contractors delivering new build and facility turn-up

Solutions

Managed Services

DAS	ISP	OSP	Data Center

Value Delivered

187
On Budget/On time
Projects delivered in 2024

42,000
Consistency in support
Network devices supported across North America

References

"The Black Box team functions like an extension of our team. The badge color may be different, but they perform like one of us! They care about the outcomes and work to make sure we are meeting our timelines and are hitting our goals. Kudos to the entire Black Box team here in Santa Clara!"

"Black Box 24X7 factory support team is invaluable. They spun up the support team on short notice and continue to exceed the 30-minute SLA. They focus on proactive problem resolution to eliminate potential down time"

Case study: Black Box successfully completed one of the first AI datacenter builds

Client context

Large hyperscale client's first AI datacenter in the US; remote location with key challenges including ...

> Lack of adequate labor, and a unionized environment..

> First full campus release by customer: ISP/OSP for 3 buildings within same project scope, with very tight timelines

> Strict public safety DAS compliance requirements from AHJ[1] in the region

How did Black Box help

> Black Box partnered with 5 subcontractors to stand up a unionized team in record time

> Designed and deployed cabling simultaneously throughout 3 buildings across site

> Used a parallel deployment approach to maximize efficiency, and re-sequenced the scope during preconstruction

Solutions

DAS	ISP	OSP

Value Delivered

107 days
Reduction in project timeline
Compared to original estimate

200 km
Specialized OSP Cable Laid
3456 OSP cabling installed in simultaneous fashion across 3 buildings in project

References

"The Black Box team worked until nearly midnight finding the issue [connectivity issue caused by animal chewing through cable], mobilizing specialized support resources, and restoring full traffic handling functionality. It was yet another instance of Black Box demonstrating what great partnership looks like."

"The data point that perhaps best testifies to the quality of the work performed is the near complete absence of cabling issues. Thousands of individual connections worked flawlessly."

1. Authority having jurisdiction

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Case study: Leading microchip manufacturer enlists Black Box to streamline operations, reduce costs and increase profits

Client context

One of the world's largest microchip manufacturing companies was facing key challenges including …

> Limited technical resources, thus lack of consistency and quality across 5 campuses globally

> Needed a way to easily access etching machines used in wafer manufacturing around the world

> Instead of traveling to fabrication areas, executives sought a virtual solution to monitor and maintain machines remotely

How did Black Box help

> Black Box enabled remote access, monitoring, and maintenance of fabrication machines via Virtual Network Computing (VNC) protocol

> Black Box's Emerald® IP KVM SE with VNC firmware was tested and approved for global deployment

> The deployment equipped thousands of etching machines with IP KVM transmitter connections, allowing remote command and control

Solutions

IP KVM	VNC	IP Gateway	Data Center

Value Delivered

$7M **On Budget/On time**
Estimated $7M in annual savings; continues to grow as project scales

66% **Reduction in Costs**
Company decreased maintenance time by an estimated 66% compared to previous method

References

❝ "Black Box was the only company that delivered a working VNC firmware solution. Their responsiveness throughout development, testing and implementation set them apart." –**Manager, Microchip Manufacturer**

Case study: Black Box ran a multi-site distributed antenna systems (DAS) program for a hyperscale client

Client context

A large hyperscale client was looking for a **consistent and programmatic** partner for public safety DAS and cellular connectivity, with key challenges including …

> Lack of a reliable partner with ability to deliver a standardized solution across varied sites

> Need for a vendor that could supply both DAS variations

> Remote site locations with varying AHJ[1] regulations

How did Black Box help

> Assisted the client in creating their baseline standard DAS designs for both Public Safety and Commercial Wireless

> Revamped client's oldest DAS infra and took over in cases where other vendors failed/closed-down

> Leveraged elite partnership with OEMs to meet client timelines and quality standards

Solutions

| Design and installation | Testing and commissioning | Day2 support |

Value Delivered

80+ **Separate projects** including 48 currently on-going for the client

50+ **Buildings positively impacted** across 15+ campus locations

10+ **Experts in the field** deployed to meet client's increasing needs, including highly certified design & field engineers and managers

References

> Black Box was able to seamlessly take over when another vendor/integrator closed down allowing the Customer to still meet legal deadlines and occupy buildings that required DAS for Certificates of Occupancy

> Black Box played a crucial role in mitigating significant risks on our Wireless projects in 2 recent situations. One of these involved a risk to our Public safety builds wherein another vendor had failed to procure an essential equipment and Black Box came to our rescue by sourcing the same

1. Authority having jurisdiction

Case study: Black Box enables network modernization for an online pharmacy

Client context

Consumer healthcare SuperApp that provides consumers with to a wide range of pharmaceuticals, healthcare products, diagnostic test services, and teleconsultations

> Need to overhaul its infrastructure

> Existing setup suffered in performance, reliability security and scalibility.

> Network was not prepared for future expansion needs

How did Black Box help

> Black Box helped set up a 2-tier LAN, featuring Juniper switches for core, access, server farm, and WAN connectivity

> To enhance network performance and facilitate quicker issue resolution, implemented Juniper Mist for wired and wireless network

> ,A passive network from CommScope was deployed.

Solutions

Enterprise Networking

Value Delivered

Juniper's Mist AI enables operators to achieve significant time and cost savings through expedited problem resolution and reduced need for onsite visits.

Users experience the advantages of a network infrastructure that is more consistent, dependable, and quantifiable.

References

" "The seamless network integration and innovative solutions provided by your team have transformed our operations. Your expertise and dedication ensured a smooth transition, enhancing efficiency and connectivity beyond our expectations."

Case study: Black Box helps financial firm boosts sales, open branches faster, and save millions

Client context

Large financial holding company in the U.S., operating hundreds of branches across US, with challenges such as

> Outdated, high-maintenance telecom systems

> Long delays in opening new branches

> High recurring costs and limited CRM integration

How did Black Box help

> Consolidated 300+ sites into a private cloud UC system

> Delivered as a managed service with one point of contact

> Enabled full mobile UC integration with CRM

Solutions

Private-Cloud UC   **Managed Services**

Value Delivered

50%
Savings
Due to cut in long-distance costs
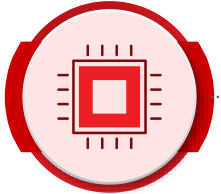
$3 Mn
Savings across branches
By eliminating desktop phones

35%
Boost in agent productivity
By integrating the company's UC platform with a leading CRM App

We feel we could be a trusted partner for you given our ...

Excellent delivery record across projects, including large projects with other players having global ambitions

Ability to staff teams in no time, and execute projects in multiple locations

Ability and willingness to invest behind our marquee customers

A committed and responsive executive team