



A Strategic Partner for
System Integration

Streamlining the process of getting your
solutions to market



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Meeting the Challenge of **Bringing Applications to Market**

UNICOM Engineering is a trusted partner to OEMs and ISVs worldwide. We ease the burdens of deployment so that you can focus on delivering innovative applications that solve real world problems. We enable our customers to dream big knowing that they are backed by a global organization that is poised and ready to deliver on their promise and protect their brand. A strong foundation of engineering expertise, process driven manufacturing, technology partner relationships, and an unrelenting commitment to quality has made UNICOM Engineering one of the most trusted deployment partners in the industry.

Consider us an extension of your team. We listen to your needs, explain the process, and protect your brand as we streamline the delivery of your application and exceed expectations.

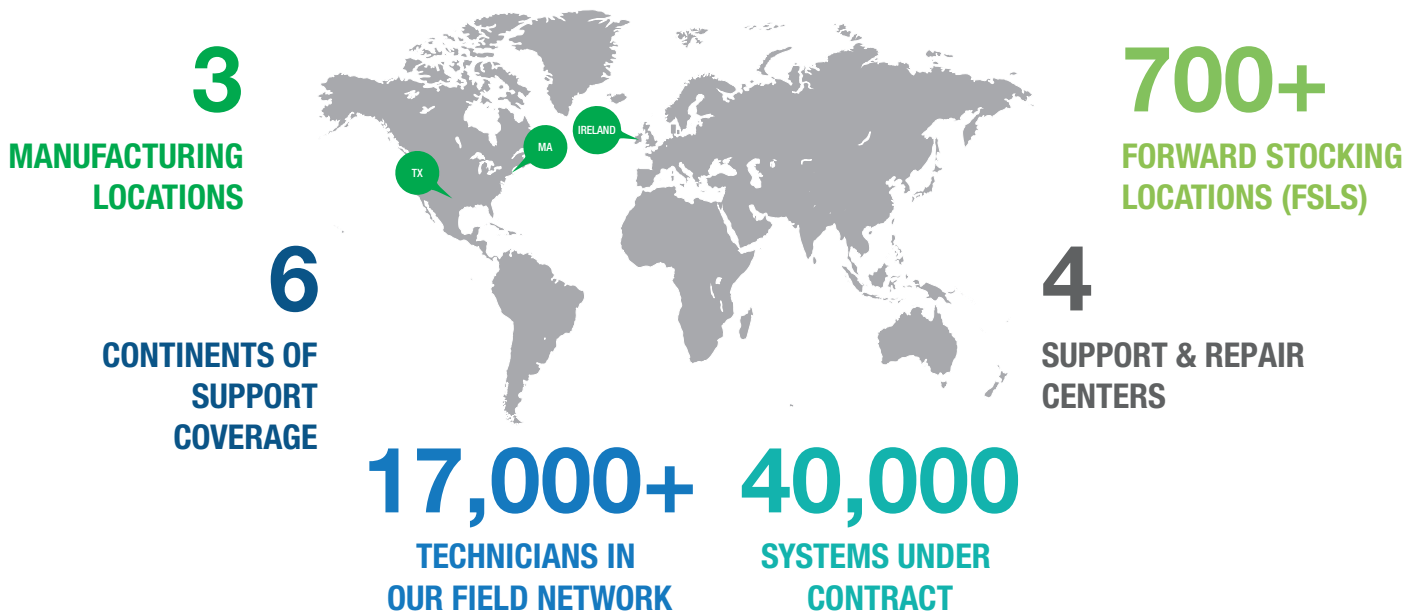
Our Approach

It starts with scalable and reliable compute, storage, and networking building blocks you can trust. We then add a comprehensive suite of services from solution design and system integration, to logistics, trade compliance and support. Combined with a flexible engagement model that adapts and scales as your business grows. That way you can maximize



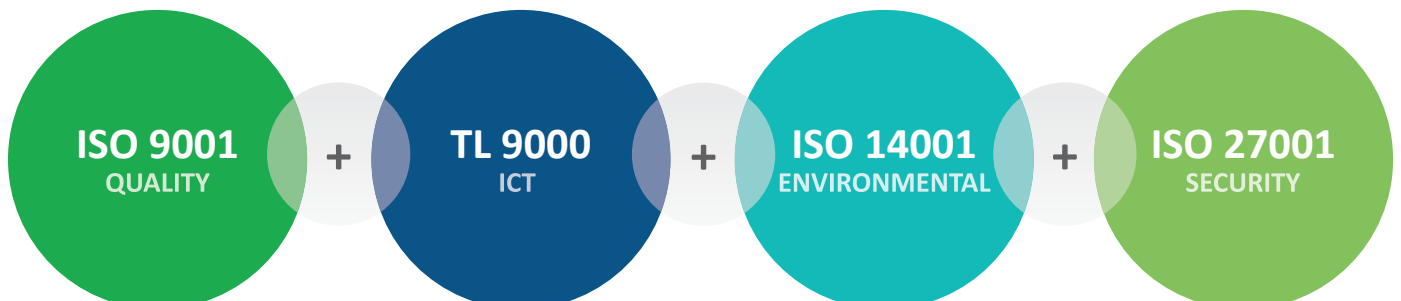
A Global Footprint

UNICOM Engineering has been building and deploying solutions on behalf of our customers for over two decades. Our global footprint ensures we can build, ship, and support products wherever your business takes you. Our manufacturing locations are located in Canton, Massachusetts; Plano, Texas; and Galway, Ireland. There are also four support and repair centers with the newest location in Manila, Philippines. Our international manufacturing, distribution and logistics footprint promises to make shipping, inventory, and channel control more cost effective and easier to manage on a global scale.



Quality You Can Count On

UNICOM Engineering’s commitment to quality workmanship and efficient business operations are governed by our compliance to ISO 9001, TL 9000, ISO 14001, and ISO 27001 standards. This assures that customers receive high reliability products and services that meet or exceed industry standards. Furthermore, ISO 27001 provides information security safeguards and a company wide management system. Partnering with UNICOM Engineering, customers can more rapidly deploy enterprise ready solutions with greater integrity and reliability.





A Winning Team

We believe that customer engagement is paramount to mutual success. The entire UNICOM Engineering team takes great pride in providing the world-class technologies needed to build and sustain a competitive advantage. Our engineering staff designs, tests, and certifies solutions built to maximize the performance of your application while meeting budget goals. Additionally, our dedicated program managers work closely with customers to communicate their needs and be their conduit to UNICOM Engineering support staff during the entire go-to-market process.

Strategic Technology Partners

UNICOM Engineering maintains strong partnerships with industry-leading technology providers such as Intel, Dell EMC, HPE, and many more to design best-in-class solutions that meet the exact needs of our customers. Our relationships afford us visibility into future roadmaps, access to engineering staff, and continuous training on next generation technology. Due to this broad partnership approach, our customers benefit from flexibility in designing their solutions to meet performance and price goals at each tier.



Dedicated to Digital Transformation

Our engineering team works in lock step with each of our technology partners to understand future trends, product roadmaps, drive enhancements, and collaborate on customer solutions. Our broad technical expertise, decades of experience and commitment to drive solutions that exceed expectations are the reasons partners and customers alike seek our assistance and services. As technology and digital transformation continues to evolve, concepts like IoT, hybrid cloud, and bleeding edge storage drive innovation and require us to rethink how we approach solutions. UNICOM Engineering embraces these opportunities and is committed to navigate you through the changing waters, solving every challenge along the way.



Focus on Innovation

UNICOM Engineering's customers benefit most by not having to deal with deployment strategies, interoperability issues, compliance challenges, maintenance programming, support services, and a host of other non-core business concerns. UNICOM Engineering's holistic approach to solution design and delivering value-add services allows customers to focus on innovating their application and gaining market share, while we handle the rest.





Solution Design

UNICOM Engineering specializes in purpose-built appliances and platforms, embedded designs, storage technology, and frame-level design and integration. Customers can leverage our in-house design expertise and integrate best-in-class technologies to optimize performance and reliability. We foster best-of-breed technology partnerships and drive forward-looking roadmaps to match next-generation designs, applications, and ecosystem needs. Throughout the process, we design for greater availability, predictability, and repeatability—attributes aimed at reducing overall support and maintenance costs.

Solutions are designed to meet stringent compliance and regulatory standards such that our products easily pass test and qualification requirements. From initial concept to early prototyping, beta testing, quality manufacturing, and final certification, UNICOM Engineering's value-add services can reduce engineering overhead, accelerate time to market, and ensure long-term success.

Lifecycle Management

Our team will assess a customer's total solution to optimize and streamline all aspects of the deployment from design engineering through global support. In addition, with visibility into partner's roadmaps, we design with long life parts, motherboards and chassis to minimize development costs. When parts become obsolete, forcing a re-design, UNICOM Engineering engineers work to ensure that the highest levels of backward compatibility are designed into the system through regression testing. It enables customers to maintain control over hard costs that occur in the supply chain and soft costs that occur in developing, deploying, and maintaining solutions around the world.



System Integration

UNICOM Engineering diligently works to ensure that all products are properly designed, configured, and tested to meet exact customer specifications. As solutions are prepared for full-scale production, we manage the workflow processes and tasks needed to ensure that systems are completed on time and error free. By recording the system's exact design and manufacturing requirements into our product lifecycle management system, we lock down the critical elements of the solution. Throughout the integration process, our quality assurance engineers use interconnected, proprietary manufacturing control systems and analytical processes to review the accuracy and completeness of each assembly. UNICOM Engineering leverages these integration controls and workflow processes to ensure that quality and accuracy are consistent across every product we build.

We maintain worldwide manufacturing sites and can scale production capabilities to meet any low-, medium- or high-volume requirements. Our production engineers and assembly technicians are highly trained to build a wide variety of systems—from a small security server appliance or edge server to highly complex storage platforms, ybrid cloud solutions, and everything in between. All locations maintain the exact same processes and procedures so that customers can utilize a mix of manufacturing locations to meet their production and cost goals, while reducing overall risk. Our focused approach is designed to serve OEM customers with manufacturing expertise as well as comprehensive application deployment services.





Logistics and Compliance

Our Logistics and Trade Compliance Services are designed to ease inventory management and logistics, while ensuring shipments get to where they need to be in a global marketplace. We can ship finished goods product anywhere in the world, suggest the most cost-effective delivery method, drop ship to end customers, and provide visibility throughout the process. International shipping and compliance experts track policies and regulations to ensure the safe and timely delivery of cross-border shipments.

We understand the need to capture every dollar of revenue at the end of each quarter, so we offer extended hours and last minute shipping. All with an ultimate goal of getting your products to their final destination, around the globe and without delay.

Customers who take advantage of UNICOM Engineering's Logistics and Trade Compliance Services are able to streamline the stocking, delivery, repair, and replacement of products sold worldwide.





Global Support

Countless hours are spent developing unique solutions to solve critical business and consumer issues, crafting deployment plans, and preparing solutions to win in the market. It's easy to overlook the importance of a comprehensive support and maintenance program backed by an experienced global support services organization. Without a properly executed program, you will fail to quickly and effectively resolve customer support issues—ultimately eroding the brand you have worked so hard to create.

Customers have a variety of options with UNICOM Engineering's global support programs to extend product lifespan and maximize uptime. These programs are designed to help ensure high availability, rapid response, effective troubleshooting, fast parts replacement, and 24-hour support. When bundled together as a comprehensive program they remove the risk and burden of supporting deployed solutions, providing a key competitive advantage. Review the programs available, discuss your needs with our team and let us design a suitable, cost-effective program.



Support Packages

Three base global support programs have been developed to meet customer requirements covering everything from depot level repair to advance replacement of parts or a complete solution. Additional options can be added to extend your coverage, provide on-site resources, and minimize delays associated with parts availability.

GLOBAL SUPPORT PROGRAMS AT-A-GLANCE

BASIC WARRANTY SUPPORT

Service level	Depot Repair
Troubleshooting (8AM-8PM EST M-F)	●
Web portal and email access	●
Term	2 year standard
Extended warranty	○

ADVANCE SUPPORT

Advance Server Replacement Program

Advance Parts Replacement Program

Advance replacement service level	Server/FRU	Components
Extended Troubleshooting (24 x 7 x 365)	●	●
Priority queuing	●	●
Term	Custom	Custom
Forward Stocking	○	○
Keep your hard drive	○	○

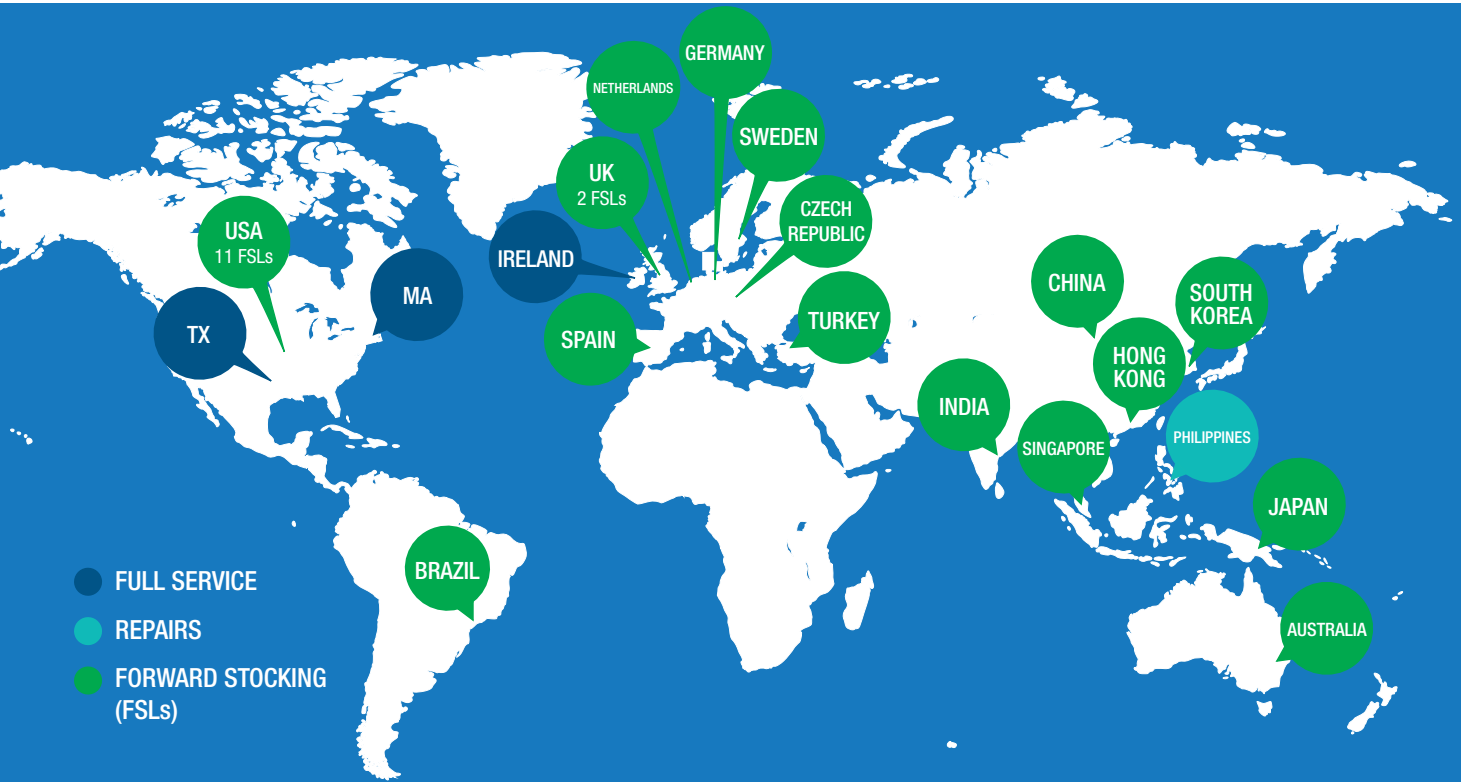
ON-SITE RESPONSE

Next Bus. Day (NBD)

Anytime

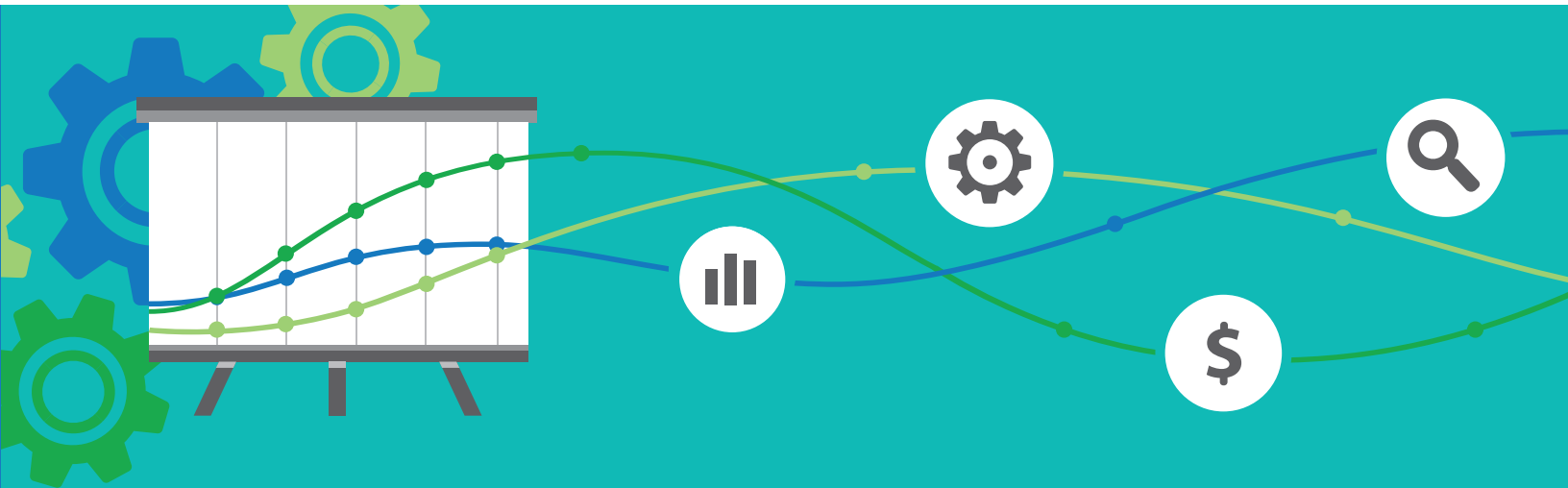
Anytime with Advanced Troubleshooting

Technician dispatched NBD, between 8am-5pm M-F	●		
Technician dispatched anytime (24 x 7 x 365)		●	●
Set appointment time (1 hour window for service)		●	●
Technician dispatched for on-site troubleshooting			●



Worldwide Forward Stocking Locations for Advance Replacement Programs

Streamlining the speed in which parts or systems make it to your location is critical to maximize uptime. When you are doing business on a global scale, this becomes increasingly more difficult with the potential delays and complexities of clearing customs. This is where the ability to access Forward Stocking Locations (FSLs) can become invaluable. FSLs provide a method for spare parts and systems to be stocked in a depot location within select countries for immediate dispatch without the impact of import delays of international shipments. We currently have access to more than 700 stocking locations worldwide. Once this service is up and running, dispatch requests can be placed with our service organization 24x7x365 for real time responsiveness.



Business Analytics

Data is a key component of each process we perform as we get your solutions ready and into the hands of your customers. Collecting and analyzing this data helps you to optimize your solution while minimizing vulnerabilities and risk. We capture critical data points in the design, integration, and deployment process and as we support your solutions in the field. This data is provided in three distinct dashboard tools that include the Product Lifecycle Management report, the customer web portal, and our Customer Experience Dashboard. The visibility provided by these tools and the analysis of your data enables you to make informed decisions throughout the process reducing your risk and increasing end user satisfaction.

Product Lifecycle Management Report

UNICOM Engineering takes a holistic approach to Product Lifecycle Management (PLM) enabling you to strategically manage each phase of your solution. The basis of the system is the data that relates to the design, production, support, end of life, and potential transition plans to new technology. Managing lifecycle details and our controlled manufacturing process, ensure predictable, repeatable builds, and reduce the many risks and costs associated with change.





Customer Web Portal

UNICOM Engineering's customer portal provides visibility to your daily business interactions through a secure web portal that reports status of inventory, tracks orders and shipments, manages forecasts, and produces reports. The portal serves as a primary access point to information and to view the status of products and orders in real-time.

Customer Experience Reporting Service

UNICOM Engineering follows a systematic approach to troubleshooting incidents in the field and we capture vital data points throughout the process. The data is aggregated into an easy to use dashboard providing early indicators of product issues. It further provides a lifecycle view over time revealing potential trends and quality improvement opportunities. As components within the solution approach their end of life, this data can be used to predict necessary inventory and resources required to support contractual service levels.



Why Choose UNICOM Engineering?



Complete product lifecycle management services



Global network of support depots and Forward Stocking Locations



Extensive vertical market expertise and strong engineering focus



Flexible inventory management and credit terms



Global manufacturing sites backed by quality and control systems



Direct technology partner relationships



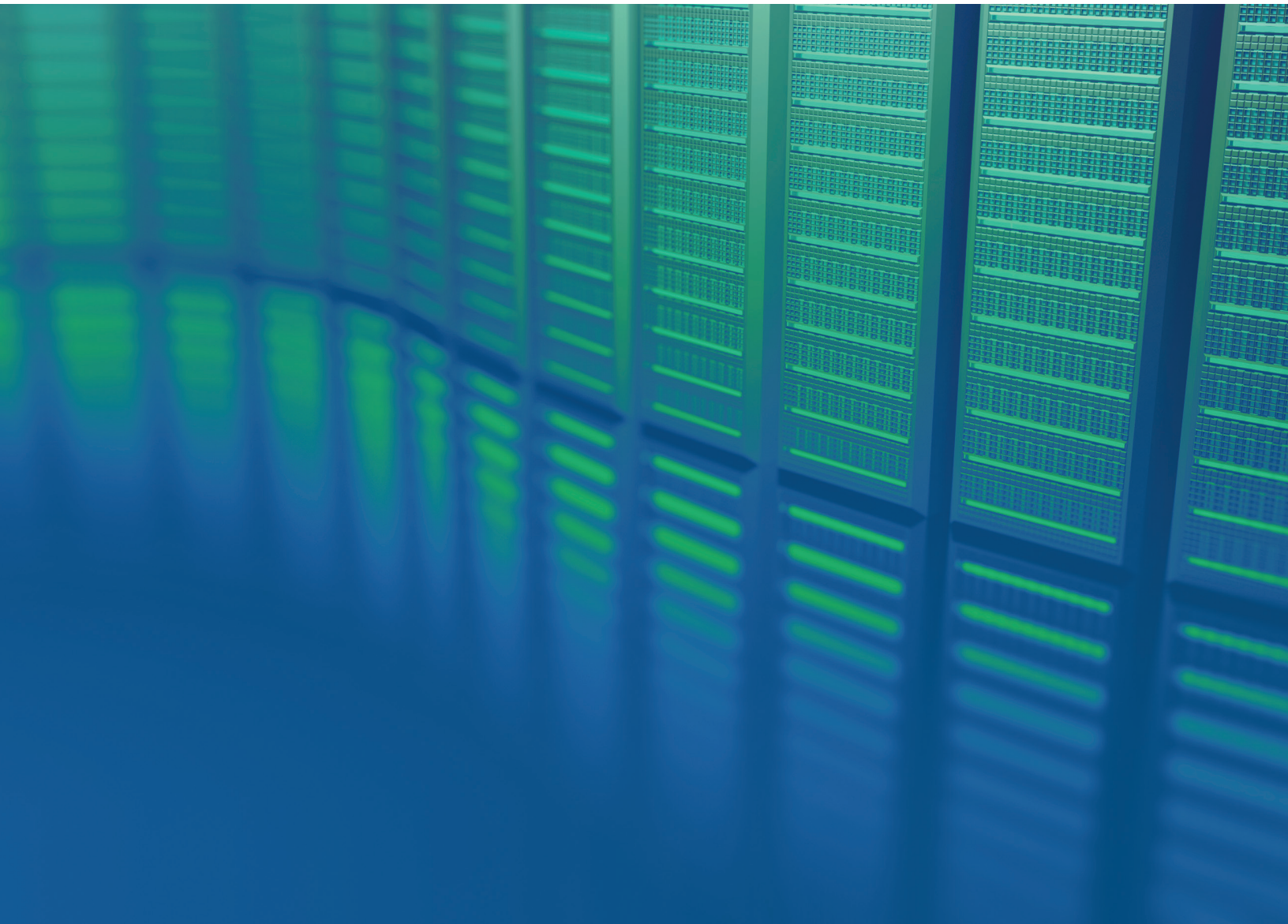
Comprehensive support and warranty programs



Enterprise-wide security controls

Learn More

Contact our OEM Platform & Systems Integration Consultants today at (800) 977-1010 or visit our website at unicomengineering.com.



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