



**MAKING IT
WORK FOR YOUTM**
NO MATTER HOW COMPLEX





Our Mission: To WOW You!

At PCM, we're a family of doers, dedicated to making your life easier. Need help beefing up your office's online security? Don't have time to set up tablets and laptops for the team? We've got your back. For 30 years, PCM has been in the business of making IT work for you. We partner with leading IT brands, curating the latest tech products, and developing strategies to make your business's IT run smoothly in the background. Focus on your business success — leave the IT to us.

f. Khulusi

Frank Khulusi
PCM Chairman and CEO



1987

Founded by brothers, Frank and Sam Khulusi under the original name: Creative Computers.

1997

Expanded into new technology markets. Acquired Computability and Elek-tek products.

2005

Received Microsoft Gold Certification.

2007

Acquired SARCOM, an Ohio-based technology provider with an expansive portfolio of IT services.

2009

Purchased Data Systems Worldwide, Inc (DSW), a leading network technology integrator, a PC Mall Gov division dedicated to Health IT solution.

2011

Relocated our corporate headquarters to El Segundo, CA and built a cutting-edge Customer Briefing Center to demonstrate and align partner technologies with customer objectives.

2013

Ranked #3 on the MSP mentor Worldwide. PCM changed corporate name to PCM, Inc. from PC Mall, Inc. Top 500 Managed Services Providers list and #26 on the CRN Solution Provider 500 list.

2015

Acquired En Pointe Technologies, Acrodex, and Tiger Direct in order to expand our solutions footprint and presence in the Canadian and SMB markets.

2017

Listed as Fortune 1000 Company. Ranked # 2 MSP Worldwide. Open offices in London, UK - Stack Group Acquisition Cisco Master Security certification

1994

Authorized to sell Apple products.

2002

Branched out into technology services and public sectors. Acquired Wareforce and launched PC Mall Gov.

2006

Acquired GMRI, a Virginia-based technology provider serving the federal market.

2008

Earned Cisco Gold Partner status.

2010

Acquired NSPI, an Atlanta-based service provider, adding data center services, remote managed IT services, and managed services.

2012

Received HP's Cloud Center of Excellence Certification

2014

Launched Hybrid Cloud Data Center in New Albany, Ohio with brand new 30,000 square feet, Tier III facility.

2016

Broadened Microsoft Cloud solutions offerings and expertise by acquiring Canadian industry leader, Stratiform, inc.

When we say

THE RIGHT TECHNOLOGY, DELIVERED

we mean the latest innovations, customized
for your needs and right at your fingertips.

- The Right Services, Delivered
- The Right Advanced Solutions, Delivered
- The Right Cloud Services, Delivered
- The Right Software, Delivered
- The Right Security Solutions, Delivered





**IT PRODUCTS,
SOLUTIONS
& SERVICES**

TO EMPOWER GROWTH

Our comprehensive expertise and proven experience in emerging, advanced and legacy technologies stands out in a crowded market. We leverage our certified personnel, valuable partnerships, mature process and scale to achieve our clients' IT objectives, and position them for future success.

- Founded in 1987
- Corporate Headquarters: El Segundo, CA
- Publicly traded: NASDAQ (PCMI)
- 3 US based SSAE 18 Type 2 SOC 1 and SOC 2 with Hi-Trust, HIPAA/Hi-Tech, PCI
- 3 US based ISO 9001:2008 distribution and configuration centers
- 2 UK based ISO:9001 and ISO:27001 accredited data centers
- US and UK based customer service centers
- An electronically linked, comprehensive network of vendors and distributors' warehouses
- Part of the Russell 3000® Index
- Industry leading Help Desk & NOC for on-going support

\$2.25+

Billion in Annual Revenue

4000+

Employees Worldwide

+40

Locations Globally

1400+

Service Engineers

1000+

Account Executives

CUSTOMIZED IT SOLUTIONS DELIVERED GLOBALLY

PCM offers exceptional procurement and logistics for a broad array of IT products. We provide consulting and implementation services delivered through more than 1,400 service engineers. With PCM, you have a rich array of managed, professional and operational services to lower your organization's operating costs, increase business agility, improve overall efficiency, and help you succeed in today's global economy.

Since 1987, PCM has been a leading provider of IT products, services, and solutions to businesses, government agencies, educational institutions and healthcare facilities. We provide access to more than 300,000 IT products and the largest portfolio of technology services, including assessments, deployments, and management. Whatever your IT goals are, we have the experience and skill to make them a reality.

No matter where your business is located, PCM provides best-in-class IT services. Along with our main campuses in California, Illinois, Ohio, Georgia and Virginia, we have satellite offices in key locations throughout the United States, Canada and the United Kingdom. We're able to deliver national reach, while treating every client like our next-door neighbor.

pcm.com/locations





DELIVERING THE RIGHT SOLUTION

WE ARE EXPERTS IN CLOUD, SECURITY, NETWORKING, AND DATA CENTER SOLUTIONS, BUT WE OFFER MUCH MORE THAN THAT.

In order to design a custom solution for your organization, our team provides a broad base of products, solutions and services.

PCM is the trusted IT solutions provider to design, implement and manage custom solutions for your company. Our skilled and experienced team is ready to assist your organization's digital transformation. pcm.com/solutions

- More than 300,000 products across 2,000 manufacturers and publishers
- Nationwide and global logistics and distribution capabilities

PRODUCTS:

Computers & Tablets
Peripherals & Accessories
Components & Storage
Software
Networking
Printers & Scanners
Consumer Electronics
Telephones & IP Communications

SOLUTIONS:

Backup and Disaster Recovery
Cloud
Data Center
ERP Solutions
Mobility
Networking
Security

SERVICES:

Managed Services
Support Services
Professional Services
Staffing Services



EVERYTHING YOU NEED TO GET INTO **THE CLOUD**

The cloud can be a challenging and confusing place, but PCM's team of experts makes it easy. With our different cloud options, we provide the power of choice while helping you every step of the way. To make the switch painless, PCM offers a Cloud Readiness Assessment that includes a migration plan and helpful suggestions on what products and services will work best for your situation and environment. pcm.com/cloud



WHAT WE OFFER: CLOUD INFRASTRUCTURE SOLUTIONS

PUBLIC CLOUD

PCM's Public Cloud IaaS provides a private, secure network that connects all data centers — perfect for customers who need a highly available configuration.

PRIVATE CLOUD CONSULTING

Our expertise in the private cloud space enables you to deploy IT resources with specific requirements that are tailored to your business needs, along with providing you a simple-to-deploy and easy-to-manage solution.

HYBRID CLOUD INTEGRATION

PCM's Hybrid Cloud Solutions are designed to combine the best of all worlds: public cloud, private cloud and dedicated servers working together in any combination. PCM's hybrid cloud delivers better reliability, optimized performance, and flexibility — all at a lower cost.

CLOUD APPLICATIONS

SOFTWARE-AS-A-SERVICE (SaaS)

Remove the upfront software licensing costs, the installation, and the support of end-user applications by moving to the cloud. PCM provides easy access to a wide range of cloud applications that are both highly scalable and always up-to-date. Eliminate wasted resources by taking advantage of PCM's monthly pay-as-you-go option, which enables you to pay only for what you use.

BUSINESS AGILITY BEGINS IN THE DATA CENTER

PCM takes pride in offering data center and networking services that amp up the performance of your business. We help you scale, reduce IT management and maximize your daily efficiency.

Whether physical, virtual, converged or software-defined, our talented engineers can design a plan around your specific needs. Plus, we partner with top-brand manufacturers that will always provide you the latest technology. PCM Data Center solutions keep it agile, to tackle the most complex challenges.

pcm.com/datacenter

PCM Data Center Locations:

- New Albany, Ohio
- Atlanta, Georgia
- El Segundo, California
- Liverpool, UK
- Burnley, UK

Integration & Deployment Centers:

- Lewis Center, Ohio
- Irvine, California
- Memphis, Tennessee
- UK*
- Western Canada

*Coming in 2018

HOW PCM MAKES THE DATA CENTER WORK FOR YOU:

MARKET AND INDUSTRY KNOW-HOW:

We're fluent in technology for the Healthcare, Public Sector, Manufacturing, Finance, Retail, Hospitality industries and more.

INTEGRATED APPROACH:

Our engineers focus on delivering the right technologies, coupled with customized components.

ADVANCED CAPABILITIES:

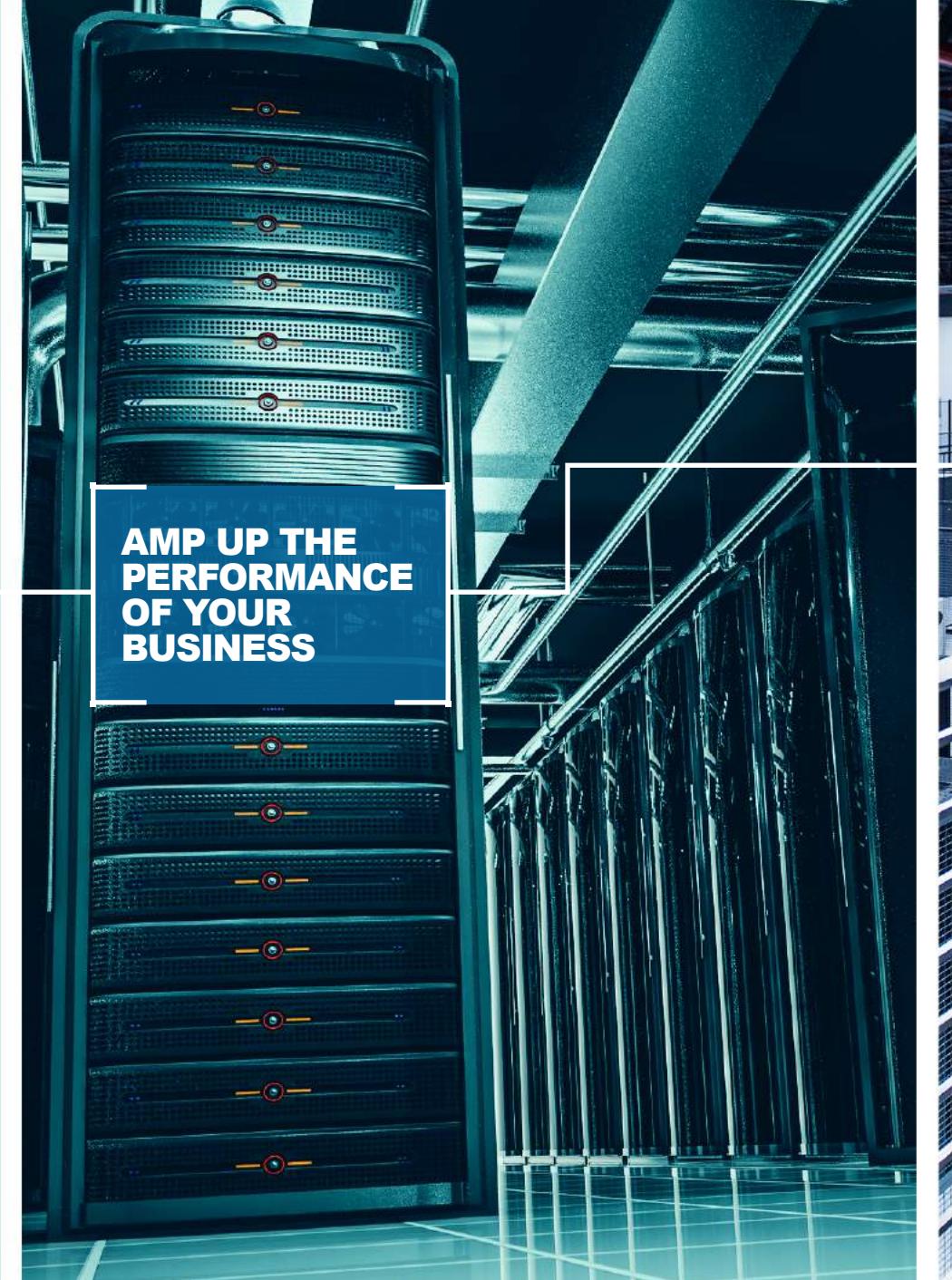
PCM's best-in-class capabilities bring together proven delivery methodologies, innovative solutions, management, and pure industry know-how.

VENDOR AGNOSTIC:

We have solid relationships with all the leading technology providers, but we never recommend a product or brand unless it's the best fit for you.

CLIENT-FOCUSED:

Our engineers focus on producing the results you strive to achieve, and preventing the same problems from recurring.



AMP UP THE PERFORMANCE OF YOUR BUSINESS





NEXT GENERATION NETWORK SOLUTIONS

Your network is the critical infrastructure which must provide scale, resiliency, quality of service and security to connect your end point devices. Our team of certified engineers provides the expertise to analyze, design, implement and support networks that scale to tens of thousands of users in most complex environments like large stadiums and cruise ships. At PCM, we provide Next Generation Network Solutions to meet your needs for today and tomorrow!

PCM NEXT GENERATION NETWORK SOLUTIONS INCLUDE:

- Core Networks
- Campus Networks
- Collaboration
- Network Security

Your network should be highly available, redundant and efficient in order for your employees to be productive.

We have a team of experts ready to provide network solutions to your exact specifications.

Sit back, relax, and let PCM handle the rest.
pcm.com/networking

PCM offers a complete lifecycle methodology using certified engineers to future-proof your network:

• ASSESS

PCM documents deficiencies and communicates opportunities for improvement.

• DESIGN

PCM provides a future state roadmap for your network to meet your business imperatives.

• DEPLOY

PCM stages, configures, racks, stacks, cables, installs and cuts over with project management.

• MANAGE

PCM provides robust tools and 7x24 resources to proactively manage your network.

SECURITY, PEOPLE AND TECHNOLOGY INTEGRATED

**YOU NEED SECURE DATA.
WE BUILD SECURE DATA CENTERS.**

Reallocating the energy of your IT and security team to the activities that impact your bottom line starts with working with the security partner that can take on the burden with ease. We'll evaluate your current status, determine your go-forward direction, and bring your security posture to a strong, healthy operating state.

The PCM Difference

It's time to get the most out of your IT and security team by redirecting their efforts to the mission-critical and centering your security strategy on its home base: the data center. The biggest difference between PCM and other providers is that we build secure data centers from the ground up and embrace integrated platforms. The PCM promise to you is that we'll treat your environment all-inclusively. pcm.com/security

What Makes PCM Security Worth It?

- Trust in industry-leading security solutions.
- Total assistance, support, and optimized security operations.
- Depth of experience and resources securing network, infrastructure, and storage projects.
- Proven capability securing virtualized environments, private, public and hybrid cloud solutions.



GLOBAL PROCUREMENT AND LOGISTICS

PCM's Global Procurement and Logistics division assists organizations with their global procurement and logistics needs. With the ability to source and deliver IT equipment and services into more than 130 countries worldwide, we are able to architect global supply chain solutions to meet our customers' needs. Our objectives are to provide our customers visibility of their supply chain while reducing costs and lead times, and improving efficiencies. pcm.com/globalservices

CUSTOMER BENEFITS

- A team with expert knowledge in both procuring and shipping IT globally
- Global hardware procurement, logistics and services
- Upfront visibility of Total Cost of Ownership
- Global Procurement Architecture, VAT/ duty advice
- Visibility of the movement of orders globally
- Global logistics solutions such staging, configuration and integration





MOBILIZE YOUR WORKFORCE

KEEP YOUR TEAM PRODUCTIVE

Because your employees depend on their devices more and more to stay productive throughout the workday, consider an IT infrastructure that can support their need for mobility.

With our secure mobility management services, PCM will assess, design, deploy and manage your solutions, ensuring your mobility infrastructure grows with your organization. pcm.com/mobility

EXPERIENCE THE WAY PCM DOES MOBILITY:

- Mobility management workshops
- Imaging and deployment
- Mobile device management
- Dedicated Apple practice specialists
- Device procurement
- Support for Android and Blackberry
- No-compromise security
- Mobile app development
- Wireless assessments
- Mobile application development
- Analytics to drive your revenue
- Location services

EXPERT ADVICE EVERY STEP OF THE WAY

Running a business is a full-time job. Don't waste time worrying about your IT. PCM has the expertise and experience to handle the management of your full IT infrastructure, from the most complex environments to the simplest endpoint devices. Our services portfolio spans the entire information technology lifecycle – from the initial design to implementation and continuing management. We also provide managed services and support for the data center, networking, applications, multi-lingual service desk, break-fix maintenance, remote monitoring, field support, staff augmentation and more. Our integrated Global Operations Centers and localized teams are always at your service 24x7x365.

PCM offers a single point of contact who is knowledgeable about business issues and the full IT asset lifecycle. We provide a better roadmap to solutions that achieve your outcome — in addition to solving technical challenges. PCM's aim is to engage the most appropriate analysts and resources to achieve your business goal.

PCM provides one of the industry's most competitive services portfolios. We have a proven history of providing managed services with strong offerings in all areas. One key to our success is our continued focus on an outcome-based delivery model. With PCM, you get innovation and quality of service every time. pcm.com/consulting





PCM DOES **MICROSOFT** BETTER

We believe every organization deserves more from their Microsoft partner. One that strives to provide an improved experience, increased return on investment, and accelerated adoption of their Microsoft and cloud technologies. Through our continuous investments in capabilities, resources and systems PCM ensures your organization is maximizing on your investments, and redefining success with your Microsoft technologies. pcm.com/microsoftsolutions

Introducing PCM Complete™ for Microsoft – Bringing New Value to Your Microsoft Investments

The PCM Complete program gives every customer access to the tools and resources needed to drive a better experience when deploying a new business solution. Focused on maximizing customer success with Microsoft and cloud technologies through three key phases in a solution lifecycle; Assess, Implement, and Enhance. The PCM Complete™ program:

- Drives business outcomes
- Provides access to technical resources and tools aligned to different Microsoft solutions
- Ensures organizations are optimizing on their investments through our customer success program
- Consistently supports innovation and keeps our customers on the cutting edge of technology

ePROCUREMENT MANAGEMENT MADE EASY

Our advanced, highly-customizable eProcurement and management platform gives you a 24/7 direct link to tier-one technology suppliers and a convenient, cost-saving method of conducting business with PCM. opstrack.com

THESE SECURE, PRIVATE SITES ENABLE:

PURCHASING CONTROL

- Define and control company standards
- Custom product filtering reduces rogue buying
- Integrated purchase approval routing
- Compliant with multiple XML Round-Trip standards

ORDER MANAGEMENT

- Real-time shipping and order tracking
- Detailed order history reports
- Retrieve copies of Invoices & Packing Slips

REAL-TIME SOURCING

- Real-time product availability
- Customer bid pricing management
- Detailed product specifications
- Multiple supplier price comparisons capability

SECURE AND RELIABLE

- Proven track record since 1998





PCM-G

THE RIGHT
TECHNOLOGY,
DELIVERED™

PCM-G has been serving the needs of public sector customers worldwide for nearly 30 years. Best practices, innovation, credibility, and select technology partnerships are the cornerstones of our enterprise solutions. Through a range of federal, state/local and education contract vehicles and a dedicated, certified acquisition and program management team, it's easy for PCM-G to identify exactly what you need to tackle your most demanding technology challenges.

THE BEST CHOICE WHEN YOUR MISSION NEEDS TO COME FIRST

PCM-G embraces the mission-first philosophy. This means we take the time to know and fully understand the unique challenges in the markets we serve and the driving factors responsible for mission success. Our innovative IT solutions offerings for the public sector include Cybersecurity, Cyber Supply Chain Risk Management (C-SCRM), Secure Mobile Computing, Data & Predictive Analytics, High-Density Wi-Fi, Cloud Computing, Change Management, Healthcare, and the Digital Classroom. PCM-G also offers managed and professional services, IT and infrastructure consulting, and system architecture design and management solutions. pcmg.com



Stratiform, PCM's premier consulting and services company, is an industry leading cloud service provider specializing in Microsoft cloud technology, including Azure solutions, Office 365, Enterprise Mobility Suite and Security solutions and services. Stratiform uses a unique "build your business from the cloud up" approach to serving its customers across a variety of markets in the US and Canada.

Stratiform, designs solutions with capabilities that are dynamic and adaptive. These solutions are not limited to any specific location or processing platform and can provide flexibility to take on different forms as needed. They are backed by PCM support and managed services, which provide the stability expected on a daily basis, but also provide responsiveness to support quickly changing requirements. stratiform.com

STRATIFORM GOES ABOVE AND BEYOND TO PROVIDE CUSTOMERS A HOLISTIC OFFERING:

- Best-of-breed cloud strategy
- Onboarding and migration services
- Ongoing cloud management services
- Security managed services
- Hybrid cloud monitoring
- Microsoft professional services & assessment
- Service-aware monitoring
- More than 100 resources in North America
- Software-as-management resources



ENTERPRISE
MOBILITY
SUITE

AZURE CLOUD
SOLUTIONS
WORKING FOR
YOUR BUSINESS

abreon.

With more than 30 years of change management, training, and technology adoption experience, Abreon has helped more than 1,200 Fortune 5000 companies overcome human-behavior challenges to produce measurable results and achieve business goals. abreon.com

OUR APPROACH:

- Specialize in creating custom change management solutions
- Blended approach to training, education, and instructional design
- Enterprise-wide communication strategy, design, and execution
- Proven end-user adoption planning and processes for key business technologies
- Data-driven workforce performance management, assessment, and optimization



PCM BUILDS THE SOLUTIONS YOU NEED FROM THE BRANDS YOU TRUST

No single manufacturer can provide you all the technology solutions you will ever need. But at PCM, we will integrate a complete solution that utilizes any of the 2,000 manufacturers we work with to meet your unique challenges by combining the perfect blend of products and services. You can realize your vision of growth for your company by leveraging our connections to the leading manufacturers in the industry.





CERTIFICATIONS & AUTHORIZATIONS



- Gold Cloud Platform & Cloud Productivity
- Gold Data Center Management & Virtualization
- Gold Messaging



- Gold Managed Print Specialist-Agent
- Partner One Platinum Partner
- Platinum Hardware Specialist-PPS



- Platinum Partner (DRC and CI)
- Aruba Platinum Partner
- US Service One Expert - Sales & Delivery



- Apple Corporate Reseller
- Apple Authorized Service Provider
- Apple Certified Associate



- National Gold Direct Partner
- Master Security Partner
- Master Collaboration Partner
- Cloud and Managed Services Master Partner
- Cisco Powered Services Partner - IAAS & Managed Business Communications



- Premiere Corporate Reseller Specialization
- Management Operations Specialization
- Mobility Management Specialization



- Platinum Partner
- Core Security
- Cyber Security Services



- StorageTek Tape Library Specialization
- SPARC T4/T5 Based Servers Specialization



- Platinum Partner
- Authorized Government Partner



- Archiving
- Dynamic Storage and Continuity
- TSPP Provider - First Call Customer Support



- Storage Services – SC Series
- Data Protection Services – RecoverPoint SE/EX/CL
- Server Sales & Support
- Storage Sales & Support

- Gold Collaboration & Content
- Gold Communications

- Gold Managed Print Specialist
- Gold Client Virtualization Specialist

- US Networking Master Partner Program
- Master ASE - Network & Wireless
- Master ASE - Data Center and Cloud

- Apple Certified Product Professional
- Apple Certified Support Professional

- Advanced Data Center Architecture Specialization
- Advanced Collaboration Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Advanced Security Architecture Specialization
- Advanced Unified Computing Technology Specialization

- Network Virtualization Specialization
- Software-Defined Storage Specialization

- Information Protection
- Threat Protection

- Oracle Solaris Specialization
- ZFS Storage Appliance Specialization

- Authorized Education Partner

- Enterprise Backup and Recovery
- Mid-Market Backup and Recovery

- Networking Sales & Support
- Workstation Sales & Support
- Core Client Sales & Support
- Cloud Client-Computing Sales & Support



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DELIVERED™

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