



Alphanumeric

S Y S T E M S • I N C

We're all about solutions

**WE ARE GROWING AND ADAPTING OUR BUSINESS
TO MEET YOUR NEEDS TODAY...
...AND TOMORROW**



TO INFINITY AND BEYOND



**“Never compromise.
Be the best!”**

*Karen T. Braswell, Owner/CEO,
Alphanumeric Systems, Inc.*

Don't feel bad if you don't recognize us. A lot has changed around here.

Technology itself has changed. It always does. Once decided almost entirely in terms of large infrastructure purchases, business technology is now a more holistic and pervasive entity within the organization. New concepts have emerged. Now we quarry our data in the cloud; workers tap away on a personalized configuration of laptops, desktops, and mobile devices; we automate, consolidate, and centralize processes from procurement to training. The focus now is on service, enhancing productivity and maximizing the usefulness of your resources — and slimming capital expenditures by spreading costs into an operational model. It's a brave new world, really. And we couldn't be more excited.

But as much as things change, the most fundamental things never will. Alphanumeric Systems, Inc. has spent more than 35 years building a legacy from our commitment to helping our clients succeed, and we're working to preserve and strengthen that commitment in the next 35.

That's why we look so different these days. We've doubled in size, and now count more than 500 employees in our ranks. We've spread our operations into London, Montreal, and Barcelona, providing global, 24x7 support for our clients in more than a dozen languages. We've added partnerships and augmented our own service capabilities. We're not just an IT company anymore; now we can guide the entire IT lifecycle from procurement to disposal, and complement those services with strategic learning and professional development initiatives or staffing solutions. We can monitor and manage your entire technology infrastructure around the clock, freeing you to focus on the strategies that will guarantee your future success.

We only thrive when you do. That much remains constant.

Nobody can say with certainty where the future will carry us next. All I know is no matter where it leads, we'll still be here, supporting you along the way.

A handwritten signature in black ink that reads "Karen T. Braswell". The signature is written in a cursive, flowing style.

WHEREVER. WHENEVER. WE'VE GOT YOU COVERED.



OUR INVESTMENT IN YOUR FUTURE

A company doesn't last 35 years in the technology world if it isn't willing to adapt. That Alphanumeric has managed to maintain its success for more than three-and-a-half decades is a testament to our agility, and our commitment to meeting our clients' needs. In other words, we're in your corner for the long haul.

LASTING RELATIONSHIPS

It should come as no surprise that some of Alphanumeric's largest client relationships are also its longest-standing.

We're grateful for the opportunities our clients have given us over the years to grow our business, and augment our service capabilities.

Our clients have taken us with them to international offices in Montreal, Barcelona, and London, and given us the opportunity to expand our service desk capabilities to 24x7, multilingual service. They've been vital influences in the creation of specialized solutions that serve particular industries, such as healthcare and K-12 education, and particular objectives, such as fraud prevention.

Our goal is always to establish a lasting and meaningful relationship with our clients, so we can serve them well from the start, and even better over time.

ONGOING IMPROVEMENT

In recent years, Alphanumeric has invested more than \$4 million in internal improvements to enhance service capabilities, increase security and develop new solutions for our clients. We now employ more than 500 people — up from about 250 in 2012 — and maintain facilities in Raleigh, Philadelphia, Montreal, Barcelona, and London.

Our Service Desks provide 24x7 support in more than a dozen languages, and are certified compliant with the high standards of the SOC 2, Type II audit. This audit ensures that processes and procedures that protect sensitive information and improve service levels are in place effectively.

FLEXIBLE. SCALABLE. TAILORED.

THE BEST-FIT SOLUTIONS FOR YOUR BUSINESS.

Alphanumeric offers a range of services — available *a la carte*, or in tandem — designed to enhance business productivity. Each of our services targets one of three fundamental pillars of business success: **TECHNOLOGY, KNOWLEDGE, or PEOPLE.**

Even as we focus on the consistent elements that make any business productive, we've developed specialized solutions and approaches for core market segments, including Healthcare, Pharmaceuticals, Bio-Sciences, Financial Industries, Education, State and Local Governments, and other professional industries.

REGULATORY COMPLIANCE

In order to serve our customers in highly regulated industries, Alphanumeric has invested in developing our processes and procedures and implementing safeguards to ensure our compliance with data protection, physical security, confidentiality, and efficiency regulations and best practices.

These include compliance with all of the following:

- SOC 2, Type II
- ITIL Best Practices
- Safe Harbor
- HIPAA
- Sarbanes-Oxley
- GAPP

**WE PROVIDE SERVICE-DRIVEN SOLUTIONS,
DESIGNED WITH YOUR UNIQUE NEEDS IN MIND**



**“IT’S MUCH EASIER TO
FOCUS ON OUR CORE
BUSINESS, KNOWING
ALPHANUMERIC IS
TAKING CARE OF OUR
INFRASTRUCTURE.”**

Dale Montgomery
IT Manager
Four Oaks Bank

TECHNOLOGY

The IT infrastructure is one of a business’ most powerful tools for accomplishing its goals. It can also be one of the greatest obstacles. Alphanumeric manages the entire technology lifecycle, enabling you to focus on core goals and move your business forward. Individually, or as a full IT management solution, Alphanumeric’s managed services help you focus on productivity.

With more than 35 years of success and a global service reach, Alphanumeric brings the experience and insight necessary to ensure a successful managed services partnership.

- **Cloud & Hybrid Cloud** (Infrastructure as a Service, Hosted VoIP, Wireless as a Service, Business Continuity & Disaster Recovery)
- **24x7 Global, Multilingual Service Desks**
- **24x7 Remote Monitoring, Management and Remediation** (Physical and Virtualized Servers, Network Infrastructure, Desktops/Tablets/Mobile Devices)
- **IT Support and Break/Fix Services**
- **Deployment and Installations**

STRATEGIC PARTNERSHIPS

To ensure our ability to tailor solutions to each client’s specific requirements, goals, and budget, Alphanumeric cultivates strategic partnerships with many industry-leading manufacturers and service providers. We continually develop these relationships to enable us to provide in-depth consultation on the latest technology solutions, and how they can help you gain productivity in business. Some of our key partners include:

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|-------------|--------------|----------------------------------|
| • APC | • HP | • Oracle |
| • Barracuda | • IBM | • 6fusion |
| • Celito | • inContact | • Symantec |
| • Cisco | • Intelladon | • VMware |
| • Citrix | • LANDesk | • Xerox |
| • Dell | • Lenovo | • Windstream
Hosted Solutions |
| • DocuSign | • Microsoft | |
| • Eaton | • Nextthink | |

KNOWLEDGE

The business landscape is hardly static. It's important to ensure your workforce is equipped with the skills and knowledge necessary to remain ahead of the curve — and keep your company competitive. Alphanumeric delivers professional learning quickly and effectively, with custom or ready-made curricula delivered via methods such as e-learning, instructor-led training, virtual instructor-led training, or a combination tailored to your specific needs. Whether you're an individual, an educational institution, or an enterprise, Alphanumeric has the course content and the delivery method best suited to meet your needs.

- **Cloud-Based Learning Management System (LMS)**
- **Off-the-Shelf E-Learning Content**
- **Custom Content Development**
- **Instructor-Led and Virtual Instructor-Led Training**
- **Training Coordination**

“TAKING OUR CONTENT AND DESIGNING A CUSTOM COURSE... PROVIDED THE BEST METHOD FOR EDUCATING OUR WORKFORCE. RETENTION OF THE MATERIAL WAS INCREDIBLE!”

Neil Weitz
Program Director for IT
GlaxoSmithKline

OFF-THE-SHELF COURSES OFFERED

Alphanumeric's off-the-shelf e-learning libraries cover a wide range of in-demand skills with effective modules designed to empower your employees to maximize their career opportunities — and enhance their value to your organization. Business Professional courses cover standard skill-sets and business best practices while Technical Professional courses offer in-depth IT training and certification preparation.

- Desktop Software
- Project Management
- Communication
- Customer Service
- Financial Management
- Human Resources
- Leadership
- Management
- Sales & Marketing
- Microsoft Certification Preparation
- Technical Certification Preparation
- Web Development
- Web Development Certification Preparation
- Software



PEOPLE

“FROM OUR FIRST CONVERSATIONS, THE ALPHANUMERIC TEAM UNDERSTOOD THE IMPORTANCE WE PLACED ON RELATIONSHIP, AND FOUND WAYS TO CONNECT US WITH THE RIGHT PEOPLE.”

Ryan Suydam
Director of Operations
DesignFacilitator

The greatest asset to any business is its people. Your success depends on employees doing their jobs, and doing them well. With a variety of strategic service offerings, Alphanumeric helps cultivate effectiveness and efficiency in the workforce and streamline business processes to ensure employees are empowered to excel on behalf of your company.

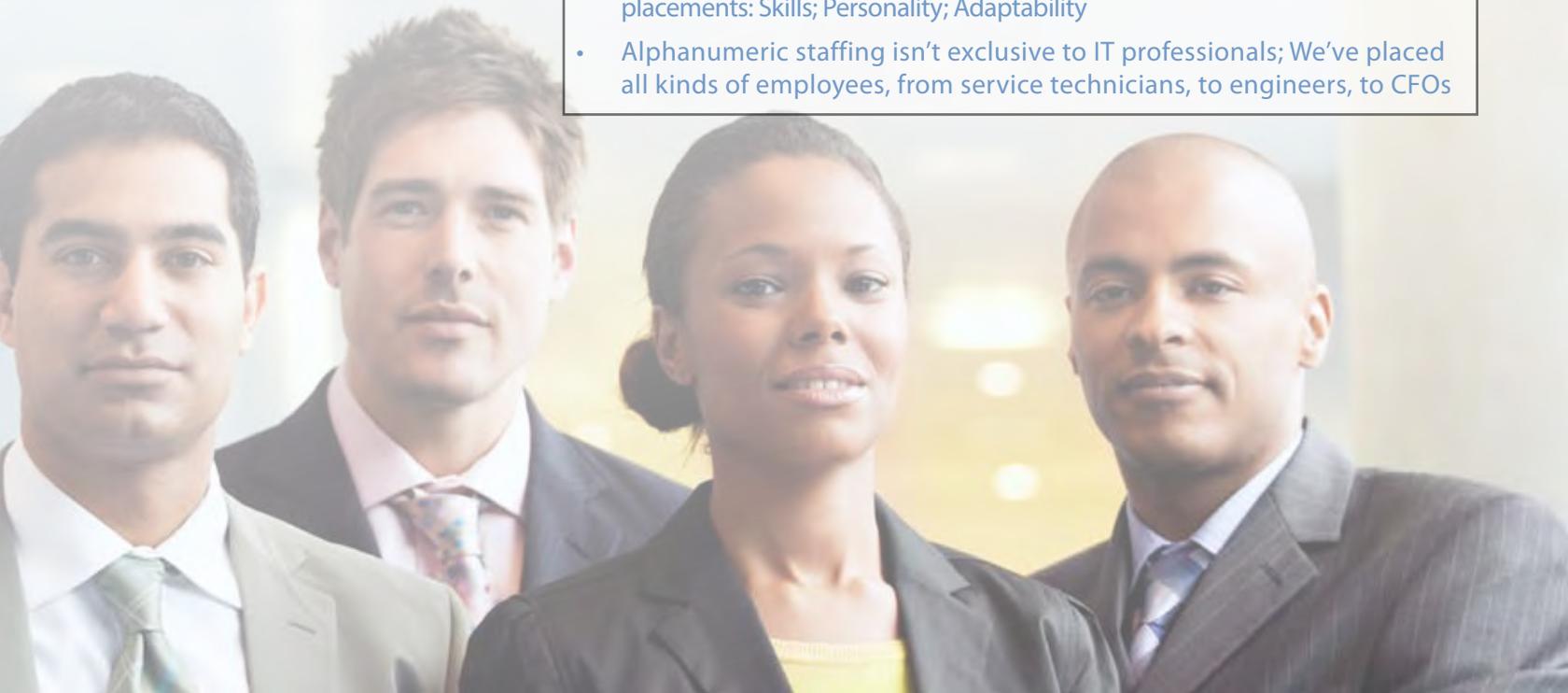
Our flexible approach ensures you'll find the best-fit solution for your team, whether it's for one-time projects or a permanent position.

- **Staffing** (Direct Placement, Contract-to-Hire, Contingent Workforce)
- **Custom Procurement Portal**
- **Application Support and Maintenance**
- **IT Service Catalog**

OUR APPROACH TO STAFFING

We stand apart in technical staffing by leveraging our industry expertise to ensure all qualifications are met, if not exceeded. All Alphanumeric staffing candidates are assigned to a field manager as soon as they are placed at a client site. The field manager acts as a liaison between the client and the employee, helping to ensure that the placement is productive and successful, and increasing retention. Personnel are also able to leverage Alphanumeric's standing knowledge base via their field manager. This enables us — and our candidates — to better meet our clients' needs, and maximize the long-term effectiveness of our placements.

- We've reduced turnover rates and increased customer satisfaction by paying attention to the details, instead of just filling seats
- We look past the resume, finding candidates that meet the given qualifications, but also fit your corporate culture
- Alphanumeric recruits resources to meet our three keys to successful placements: Skills; Personality; Adaptability
- Alphanumeric staffing isn't exclusive to IT professionals; We've placed all kinds of employees, from service technicians, to engineers, to CFOs



OUR VISION

We will remain the trusted partner for technology solutions by consistently enabling our clients to exceed their business goals. We will grow by maintaining our culture of excellence, benefitting our clients, our employees, and the communities in which we serve.

QUICK FACTS



More than 35 years of industry experience



More than 500 employees around the world



*Serving clients in Healthcare,
Pharmaceutical, Banking & Finance, State
& Local Government, Education, and other
Professional Industries*



N.C.-certified woman-owned business

**OUR LEGACY IS BASED ON PRINCIPLE:
DELIGHTING CUSTOMERS
IS OUR ONLY PRIORITY**





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