



## LOGISTICS & COMPLIANCE

Streamline delivery of your solutions with global shipping, inventory management and trade compliance expertise

UNICOM Engineering offers a variety of services designed to ease inventory management and logistics. We can stock and 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. And, to ensure you get every dollar of revenue possible at the end of each quarter we offer extended hours and last minute shipping. All with an ultimate goal of getting your products to their final destination without delay, wherever that destination is around the globe.

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



Global Shipping



RMA & Eval Pool Management



Trade Compliance



Forward Stocking Locations

## Global Shipping

UNICOM Engineering can stock and ship customer products to any destination around the world using standard and overnight freight carriers. Many of our customers specify preferred transport carriers; others allow UNICOM Engineering to choose the best and most cost-effective method. Since we ship in bulk volumes, our cost-per-unit-shipped is typically lower—and we pass those savings along to our customers. We support critical end-of-quarter shipments to meet sales quotes and just-in-time deliveries. We can also perform direct shipments to channel partners, end users and stocking depots to reduce logistics costs, increase business efficiencies and ensure on-time delivery. Tracking and visibility to daily business operations is available via our customer web portal.

UNICOM Engineering customers never need to take inventory of products or make shipments to their end customers. Products can be transported and drop-shipped to end users in a manner that best suits customer requirements. Drop-shipments can save significant freight fees, reduce the costs associated with receiving and inventory turns, improve just-in-time delivery and lower the risk of lost or damaged goods.

UNICOM Engineering offers a comprehensive logistics program to support your worldwide business initiatives. As your business expands, we have the infrastructure and knowledge to support your international needs. We monitor all compliance policies, adhere to customs regulations and manage the paperwork for international transactions. As needed, UNICOM Engineering can also assist in obtaining a certified customs brokers or fiscal representatives to represent your company and oversee the safe and timely delivery of cross-border shipments.

### *Delivery Management Services*

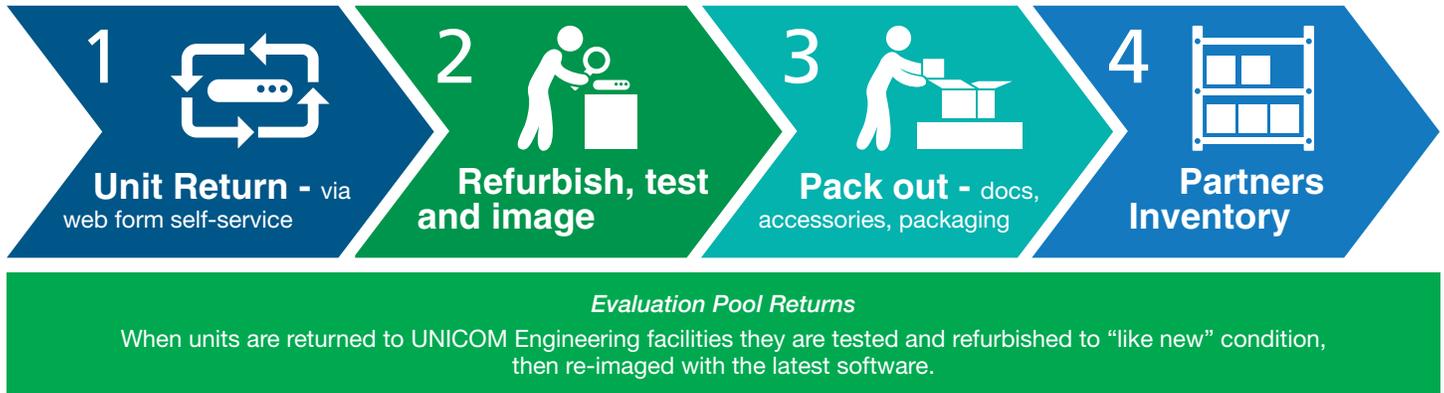
For customers with a volume production schedule, UNICOM Engineering offers management and distribution services that eliminate the need to stock and handle finished goods. We can pre-build stock and store products in secure, insured environments awaiting customer orders.

UNICOM Engineering can maintain finished goods inventory in the Americas and Europe. Our account managers can assist establishing depots and determine appropriate stocking sites to expedite shipments. Local stocking sites can be facilitated if customers require more strategic locations.



## RMA and Evaluation Pool Management

UNICOM Engineering will manage pools of customer-owned equipment for evaluation and demonstration needs. We believe that a positive “out-of-the-box” experience is key to the success of your brand. Our standard Evaluation Pool Management service includes loading the latest image, repairing minor cosmetic defects, replacing rails and re-packaging all accessories and product documentation such that refurbished units look and behave as new product. Units returning from trade shows, sales meetings, customer evaluations and other events are thoroughly tested and refurbished before they are returned to stock and shipped to the next customer or event.



This pool of equipment is stocked by simply adding new units and receiving units through the Return Materials Authorization (RMA) process. Customers can view inventory levels, individual unit status and track shipping information via the customer portal. Evaluation units can be stocked in our USA or Galway, Ireland warehouses to expedite shipments outside of the United States. Typical turnaround time for product in stock is two-business days. Our standard lead time to refurbish and ship a unit to a second location is 15 days from receipt at one of UNICOM Engineering’s manufacturing facilities.

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.



### Customer Portal

UNICOM Engineering’s customer portal provides visibility and control of your business online through a secure web portal that reports status of inventory, tracks orders and shipments, manages forecasts and produces reports. Customers use the portal as their primary access to information and to view the status of products and orders in real time.

The portal shows the status of current shippable products, finished goods and Work in Progress (WIP) by location—enabling customers to plan and execute location-based distribution. Having this information at your disposal allows you to respond to sales demand in a more timely manner.

The portal offers multiple ways to view your business information. You can view information by PO, ship date or serial number. You can request and generate reports that include information on RMAs, open orders, WIP, shipments, and evaluation equipment.

The screenshot shows the 'ABC Company' customer portal. The user is signed in as 'ss, abcdemo'. The main navigation bar includes Home, Inventory, Orders, Forecast, Reports, Profile, Tech Support, and Help. The 'Orders' section is active, with sub-tabs for 'Orders', 'Assets by Serial Number', and 'Blanket PO's'. A search filter is applied for PO# with a start date of 8/23/2011 and an end date of 8/26/2011. The search results table is as follows:

PO #	Customer PO #	Transaction #	Ship to	Status	Request Dt	Promise Dt	Ship Dt
PO-12301	None	STDINV012345	Acme Auto	Shipped	28-Aug-2013	28-Aug-2013	28-Aug-2013
PO-12302	None	STDINV012350	State Street Bank	Shipped	28-Aug-2013	28-Aug-2013	28-Aug-2013
PO-12306	None	STDINV012500	Acme Financial Services	Shipped	09-Aug-2013	09-Aug-2013	09-Aug-2013
PO-12303	None	STDINV012375	British Airways	Shipped	06-Aug-2013	06-Aug-2013	06-Aug-2013
PO-12304	None	STDINV012376	Manchester United	Shipped	06-Aug-2013	06-Aug-2013	06-Aug-2013
PO-12305	None	STDINV012400	Boston Celtics	Shipped	02-Aug-2013	02-Aug-2013	02-Aug-2013
PO-12307	None	STDORD012700	Bunker Hill	Ordered	28-Aug-2013	01-Aug-2013	
PO-12308	None	STDORD012800	Gymnastics	Ordered	16-Aug-2013	01-Aug-2013	
PO-12309	None	STDORD012900	Transit	Ordered	24-Aug-2013	01-Aug-2013	

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**Customer Portal**

This screen is an example of just one of the functions available to review your account and view orders using purchase order numbers.

### Extended Shipping Hours

This service enables customers to ship product from UNICOM Engineering’s facilities outside normal business hours and as needed when customers require late weekday or Saturday shipments. UNICOM Engineering includes this service as part of our standard quarter-end order processing on the last business day of March, June, September, and December at no additional charge to our customers.

### Product Return and Failure Query

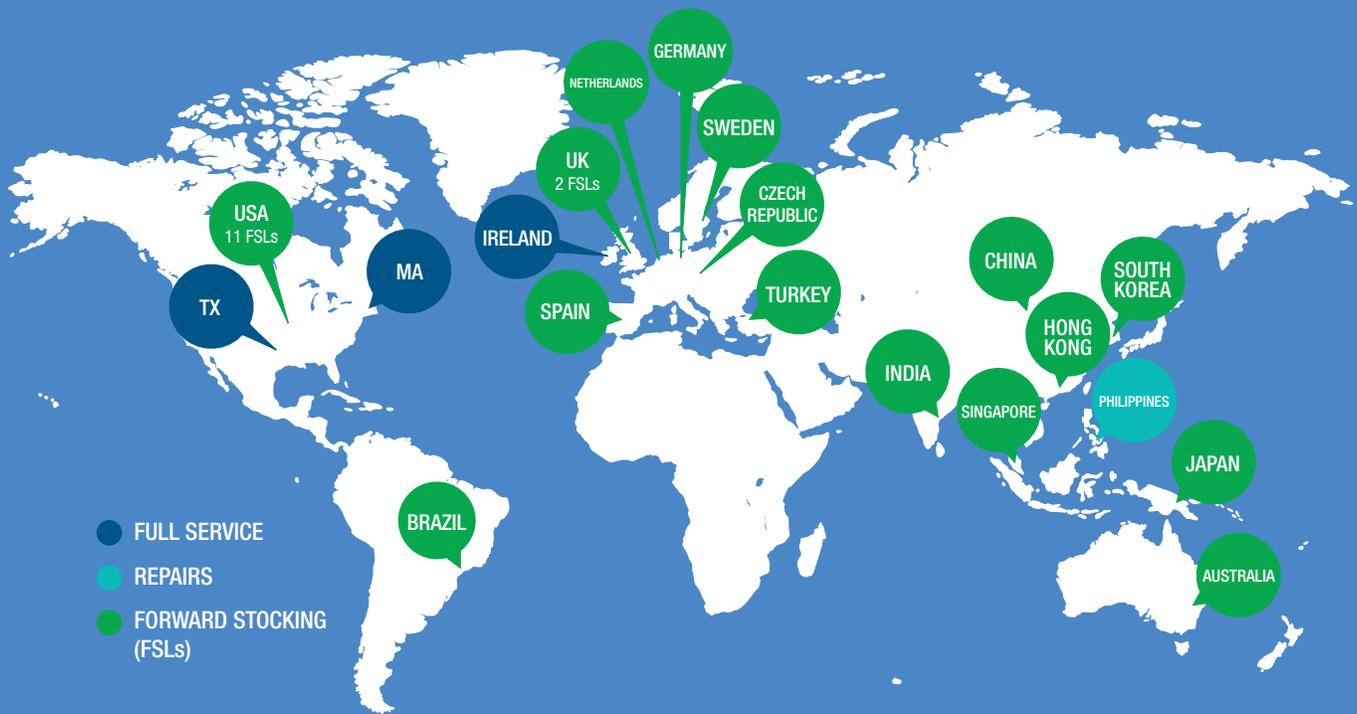
Detailed Return Material Authorization (RMA) activity is accessible via UNICOM Engineering’s customer portal. This report provides details for each RMA and includes reported failures, failure analyses data and return shipping information. The report is searchable to broaden or narrow RMA search results.

## Trade Compliance

The import and export of electronic goods on a global basis requires expert trade compliance and documentation management. Companies using UNICOM Engineering’s Trade Compliance Services are assured that their products are transported and received in accordance with the ever-changing rules and laws established by international trade regulatory agencies. As part of its Global Logistics Services, UNICOM Engineering maintains a formal trade compliance practice, managed by a team of experts dedicated to satisfying the requirements of international trade and customs offices, including the U.S. Departments of Commerce and State, the Office of Foreign Asset Control and other agencies that control international trade.

## Forward Stocking Locations (FSLs)

UNICOM Engineering offers its customers a variety of maintenance, support and service programs to extend product lifespan and maximize uptime. Some of these programs require a vast logistics network infrastructure to aid in the stocking and distribution of parts worldwide. Forward Stocking Locations (FSLs) are an invaluable logistics tool when considering support on a global scale. 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 maintain 25 stocking locations with access to more than 700 others worldwide. Once this service is up and running, dispatch requests can be placed with our service organization 24x7x365 for real time responsiveness.



### FORWARD STOCKING LOCATIONS

#### UNITED STATES

- Chicago, IL
- Cincinnati, OH
- Dallas, TX
- Denver, CO
- Detroit, MI
- Houston, TX
- Los Angeles, CA
- Minneapolis, MN
- Sacramento, CA
- Seattle, WA
- Secaucus, NJ

#### FULL SERVICE

- Canton, MA
- Plano, TX

#### INTERNATIONAL

- Amsterdam, Netherlands
- Berlin, Germany
- Chennai, India
- Czech Republic
- Frankfurt, Germany
- Hong Kong
- Istanbul, Turkey
- London, UK
- Madrid, Spain
- Manchester, UK
- Sao Paulo, Brazil
- Seoul, South Korea
- Singapore, Asia
- Stockholm, Sweden

- Sydney, Australia
- Tokyo, Japan

#### FULL SERVICE

- Galway, Ireland

#### REPAIRS

- Manila, Philippines

## Why do leading technology companies trust UNICOM Engineering to deploy their solutions?

We have found that the following attributes are the things that create a sense of confidence in the minds of our customers as they partner with us to become an extension of their business.

- Comprehensive technology partner network including OEM affiliations with Dell, Intel, HPE, Supermicro and Lenovo
- Flexible engagement model with a proven ability to accelerate design, test, production and delivery
- Substantial engineering staff with deep technical expertise in purpose-built appliances, server platforms, and enterprise storage
- Multiple, global manufacturing sites designed to produce identical results regardless of location(s) utilized
- Quality and control systems throughout production process to ensure predictable, repeatable builds
- Full Lifecycle Management from initial development and product enhancements through end of life transition management
- Commitment to quality leadership backed by ISO 9001, TL 9000, and ISO 14001 certifications
- Business analytics tools to provide real-time visibility, optimize performance and decrease risk
- Extended warranties and worry-free repair, refurbishment and replacement services
- Always on, direct technical support services (phone, web, onsite)



## ABOUT UNICOM ENGINEERING

UNICOM Engineering is a leading provider of server-based application platforms and lifecycle support services for software developers and OEMs worldwide. Through its expertise and comprehensive suite of solution design, system integration, global logistics, trade compliance, support and business analytics services, UNICOM Engineering is redefining application deployment solutions to provide customers with a sustainable competitive advantage. More than a decade of appliance innovation and strong technology partnerships make UNICOM Engineering one of the most trusted deployment partners in the industry. Founded in 1997, UNICOM Engineering has facilities in Canton, Massachusetts; Plano, Texas; and Galway, Ireland. For more information, visit [www.unicomengineering.com](http://www.unicomengineering.com).

### Contact Us

UNICOM Engineering's broad range of appliance platforms or deployment services, please contact us by telephone +1 (800) 977-1010 or by email at [info@unicomengineering.com](mailto:info@unicomengineering.com).

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