

THE WORLD'S FASTEST
GROWING THIRD-PARTY
SUPPORT AND MANAGED
SERVICES PROVIDER FOR SAP
AND ORACLE APPLICATIONS



Founded : 2008

Headquarters : Denver, CO

Operations Centers : Denver, London, Moscow, Mumbai, Seoul, Singapore, and Tel Aviv

Oracle & SAP Services Provided

Third-Party Maintenance and Support, includes a smart range of technology advisory services

- Managed Services
- Consulting

2017 Statistics:

(as of 3/31/2017)

Revenue growth rate (FY 2016)	: 48.7%
Clients served (maintenance & support)	: 758
Clients served (Managed Services & Consulting)	: 136
Clients using two or more services	: 37.4%
Instances supported	: >5500
Customer satisfaction	: 98.6%
Consecutive quarters profitable	: 34
Cash to deferred revenue ratio	: >100%

Award Winning



"With Spinnaker Support, we are getting more comprehensive support, including tax and regulatory updates, at substantial cost savings. From the start, Spinnaker Support engineers have resolved our issues in a satisfactory way and we are happy with the level of responsiveness and quality of support."

Bodil Forss, CIO, Vaisala Corporation

About Spinnaker Support

Spinnaker Support is the world's fastest growing third-party provider of software support, managed services, and consulting for Oracle and SAP enterprise applications. Our nearly 900 clients achieve world class service while saving an average of 62% on their annual support fees. Our key differentiators include:

- A more comprehensive set of services where 37.4% of our clients leverage more than one of our offerings.
- A consistently lower price point and more flexible terms; the only vendor that never charges for support of a client's shelfware.
- Financially strong business growing revenues at 48.7% in 2016. Profitable for 34 consecutive quarters, and holding a cash to deferred revenue ratio of >100% to ensure all client obligations are fulfilled. Spinnaker Support is being built to last.
- No legal risk exposure, having never violated Oracle or SAP intellectual property (IP) rights, and where all employees sign and abide by a stringent IP policy.



"Spinnaker Support's robust, ISO 9001:2015-governed processes enabled a timely, smooth transition from Oracle maintenance. We are realizing significantly faster service response, problem diagnosis, and issue resolution for less cost."

Sr. Director of Global IT, Oclaro Inc.

SPINNAKER SUPPORT SOLUTIONS OVERVIEW

AT SPINNAKER SUPPORT, WE SEGMENT OUR UNIQUE BLEND OF HIGH-VALUE SERVICES INTO THREE PRIMARY CATEGORIES:

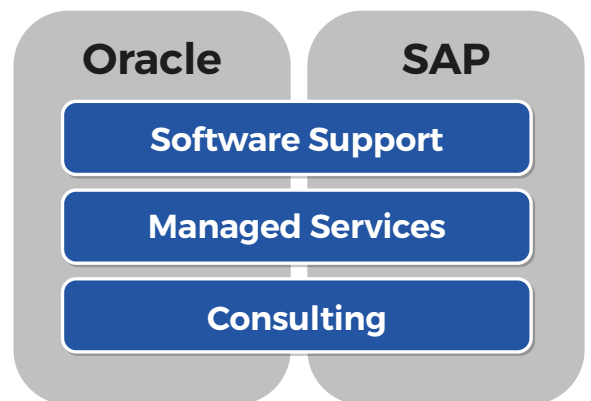
SOFTWARE SUPPORT - Delivering the temporary or permanent replacement of SAP or Oracle software maintenance and support at a higher level of service for a fraction of the cost. Support provided for standard or custom code includes bug fixes, tax and regulatory updates, security updates, and general inquiries. Expert level application and technology stack advisory is provided at no additional fee – for interoperability, virtualization, cloud migration, risk mitigation, and roadmap planning. Our customers leverage us to ensure they support the business today yet are ready to support the migration and transformation when they need to.

MANAGED SERVICES

Helping organizations with level 2 and level 3 application and technology management services. Only Spinnaker Support provides software support and managed services under one roof, allowing us to dive deeper into a customer’s operations to address a broader array of their issues – using less vendors at lower cost.

CONSULTING

Providing software application and business expertise tailored to improve any SAP or Oracle implementation. Customers leverage us for roadmap planning, upgrade and implementation projects, and staff augmentation.



ORACLE E-BUSINESS SUITE

Support:

- All product lines
- 10.7 and later releases
- Tax and Regulatory Updates

Managed Services:

- Application management
- Application development
- Ops performance management

Consulting

- Assessments, implementations, and upgrades

Technology Advisory:

- Security, interoperability, cloud migration, virtualization, etc.

JD EDWARDS

Support:

- EnterpriseOne, World, & OneWorld
- Tax and Regulatory Updates
- All versions

Managed Services:

- Application management
- Application development
- Infrastructure/ops management

Consulting

- Assessments, implementations, and upgrades

Technology Advisory

- Security, interoperability, cloud migration, virtualization, etc.

ORACLE TECHNOLOGY

Support:

- Database, Fusion Middleware, and Hyperion

Technology Advisory

- Security, interoperability, cloud migration, virtualization, etc.

SIEBEL CRM

Support, managed services, & consulting:

- All product lines
- Releases 5, 6, 7, and 8

Technology Advisory

- Security, interoperability, cloud migration, virtualization, etc.

SAP

Support:

- SAP Business Suite, including all versions of R/3
- ECC 6 and prior
- CRM, SCM, SRM 7.0 and all older versions
- >100 products supported
- Tax and Regulatory Updates

Managed Services

- Application management
- Application development
- Ops performance management

Consulting Services

Technology Advisory

- Security, interoperability, cloud migration, virtualization, etc.

SOME OF OUR CUSTOMERS

