

THE WORLD'S LEADING
GLOBAL PROVIDER OF ORACLE
& SAP THIRD-PARTY SUPPORT,
MANAGED SERVICES AND
CONSULTING



Founded : 2008

Headquarters : Denver, CO

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

Oracle & SAP Services Provided

- Third-Party Support, which includes a smart range of technology advisory services
- Managed Services
- Consulting

2017 Statistics:

(as of 12/31/2017)

| | |
|--|-----------|
| Net new sales growth | : 44.2% |
| Clients served (maintenance & support) | : 786 |
| Clients served (Managed Services & Consulting) | : 155 |
| Clients using two or more services | : 33.8% |
| Instances supported | : >11,000 |
| Customer satisfaction | : 98.6% |
| Consecutive quarters profitable | : 36 |
| 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 1,000 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 33.8% of our clients leverage more than one of our offerings.
- A consistently lower price point and more flexible terms; the only vendor that discounts for customer's shelfware
- Financially strong business growing net new sales at 44.2% in 2017. Profitable for 36 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

THE WORLD'S ONLY PROVIDER OF ORACLE AND SAP THIRD-PARTY SUPPORT, MANAGED SERVICES AND CONSULTING

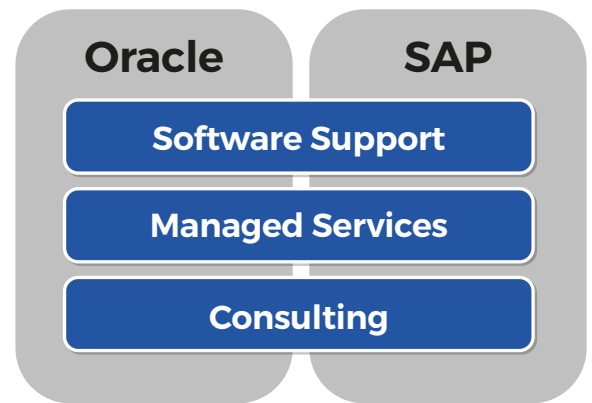
SOFTWARE SUPPORT - Replacement of SAP or Oracle software maintenance and support with more comprehensive, responsive service than the software publishers' "self-service" offering. Maintenance fees are reduced by an average of 62%. Spinnaker Support's standard third-party support offering covers both unaltered and customized code. It includes break fixes, global tax and regulatory compliance updates, full stack security and vulnerability protection, and technology advisory services to ensure high-performing and interoperable applications from on-premise to hybrid to cloud.

MANAGED SERVICES

The only third-party support provider to deliver Oracle and SAP application and technology managed services. A smart range of managed services, delivered either stand-alone or blended with third-party support, includes development and reconfiguration support, performance monitoring and tuning, and staff augmentation. We dive deeper to address more of the pressing issues, keeping applications more valuable to an enterprise.

CONSULTING

The only third-party support provider to provide Oracle and SAP consulting capabilities. Combining software application and business expertise, proven to enhance virtually any SAP or Oracle environment. Consulting engagements include business process analysis, upgrade and cloud migration support, functional assessment, 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 TECH & OTHER

Support:

- Database, Fusion Middleware, Hyperion, Oracle Retail, ATG, etc.

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
- Business Objects, HANA DB, & more
- 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

