SPINNAKER SUPPORT

THE WORLD'S FASTEST GROWING THIRD-PARTY SUPPORT AND MANAGED SERVICES PROVIDER

Founded : 2008

Headquarters : Denver, CO

Operations Centers : Denver, London, Singapore, Mumbai, Tel Aviv

Oracle & SAP Services Provided

- Third-Party Support (Maintenance)
- Managed Services
- Consulting
- Technology Stack Advisory Services (inc. in above)

2016 Statistics:

(as of 6/30/2016)

Revenue growth rate	: **40.1%**
Clients served (maintenance & support)	: **668**
Clients served (Managed Services & Consulting)	: **121**
Clients using two or more services	: **39%**
Instances supported	: **4,000**
Customer satisfaction	: **98.3%**
Consecutive quarters profitable	: **31**
Cash to deferred revenue ratio	: **100%**

Award Winning

TOP WORK PLACES 2016
THE DENVER POST

2016 SILVER STEVIE® WINNER
AMERICAN BUSINESS AWARDS

CIO Review — 20 MOST PROMISING DATABASE TECHNOLOGY SOLUTION PROVIDERS - 2016

"I have dealt with many services companies over the last 30 years and Spinnaker Support is the best I've ever worked with."
IS Manager, IXYS UK Westcode Ltd.

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 800 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 39% 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 40.1% in 2015. Profitable for 31 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.

Certified System
SAI GLOBAL
ISO 9001 Quality

"Spinnaker Support's robust, ISO-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 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.

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.

Oracle	SAP
Software Support	
Managed Services	
Consulting	
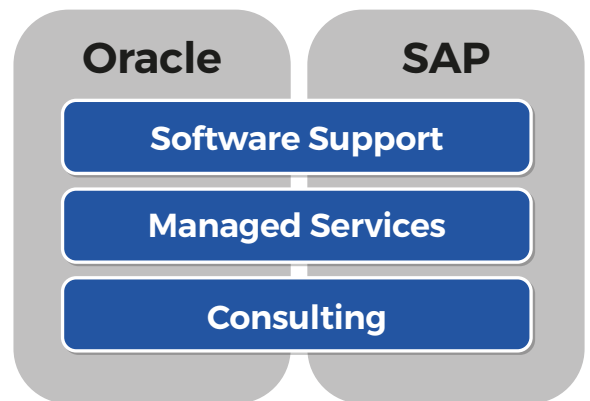
ORACLE E-BUSINESS SUITE

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 DATABASE

Support:
- All product lines
- Releases 8i, 9i, 10g, 11g, and 12c

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

MERCK · GOODRICH · Alcon · ADT · Actavis · FERRO · Dole · Pizza Hut · BOSCH · CATERPILLAR · Limagrain · THE CLOROX COMPANY · PROBuild · LOCKHEED MARTIN