SPINNAKER SUPPORT

Oracle and SAP Support
That's Actually Supportive

SPINNAKERSUPPORT.COM

Spinnaker Support is a leading and trusted global provider of Oracle® and SAP® third-party support. Over 1,100 enterprises, spanning 105 countries, have already made the switch to Spinnaker Support. Regardless of industry sector, mid-to large size organizations everywhere are opting for our high-touch, personalized service that is surprisingly affordable.

Our core service is third-party support, which replaces the software vendors' expensive, restrictive, and self-support style model at a fraction of the cost. We built our company around the simple concept that support should be supportive, meaning personalized, responsive, comprehensive, and affordable. We provide improved service quality, reduce maintenance fees, and allow users to remain on their current software version until the need arises to switch to something better.

A rising number of our third-party support customers leverage incremental services we offer, which include managed services and consulting. We remain the only pure-play support vendor to provide this unique blend high-value services for enterprises that run Oracle and SAP.

PRODUCTS WE SUPPORT

ORACLE
- Agile PLM
- ATG Web Commerce
- Business Intelligence
- Database
- Demantra
- E-Business Suite
- Hyperion
- JD Edwards
- Middleware
- PeopleSoft
- Retail
- Siebel CRM

SAP PRODUCTS
- SAP Business Suite
- SAP HANA Database
- SAP BusinessObjects
- Sybase Databases

STATISTICS
(as of March 31, 2019)

Sales Bookings Growth (year to year)

31.9%

Clients Served
(maintenance & support)

889

Clients Served
(Managed Services & Consulting)

213

Clients Using Two or More Services

30.5%

Instances Supported

>12,500

Customer Satisfaction

98.6%

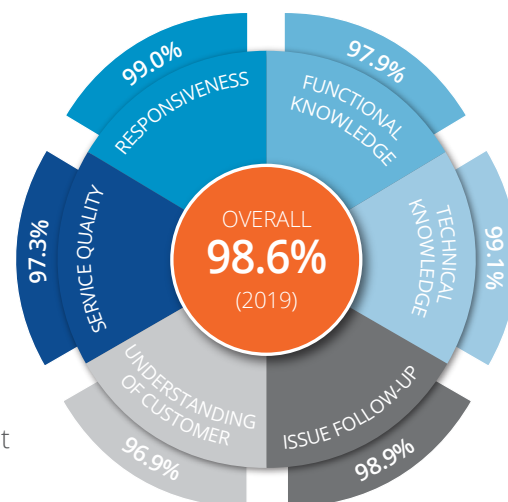Consecutive Quarters Profitable

41

Cash to Deferred Revenue Ratio

>100%

HIGHEST RATED CUSTOMER SATISFACTION

In our 2018 annual customer satisfaction survey, covering the 2017 fiscal year, we reported a record 98.7% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses. Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.

CERTIFICATIONS

Since inception in 2008, Spinnaker Support has consistently delivered service the right way. Spinnaker Support was the first third-party SAP and Oracle support provider to achieve both ISO 9001:2015 and ISO/IEC 27001:2013 certifications. The ISO 9001:2015 highlights our firm commitment to quality management principles and demonstrates Spinnaker Support's commitment to provide consistent support processes under a comprehensive quality management system. To help maintain data security effectively, we earned ISO/IEC 27001:2013 certification earlier this year. The ISO/IEC 27001:2013 drives a systematic approach for managing sensitive company information so that it remains secure within our organization's Information Security Management System (ISMS).

RESPONSIVENESS 99.0%
FUNCTIONAL KNOWLEDGE 97.9%
TECHNICAL KNOWLEDGE 99.1%
SERVICE QUALITY 97.3%
OVERALL 98.6% (2019)
UNDERSTANDING OF CUSTOMER 96.9%
ISSUE FOLLOW-UP 98.9%

Certified System ™
SAI GLOBAL
ISO 9001
Quality

CERTIFIED ISMS
SI
ISO 27001
2013

WHY ORGANIZATIONS SWITCH TO US

COST REDUCTION
They are in some form of financial distress and must reduce costs fast.

SOFTWARE TRANSITION
They are migrating away from a software version and choose to reduce maintenance fees during the transition to a new application.

REDIRECT SAVINGS
They are happy with the current on-premise version of software they run, see no need to upgrade, and opt to redirect savings to accelerate innovation, digital transformation, and cloud migration.

OUR EXECUTIVE TEAM

Matt Stava
Chief Executive Officer

James R. Nollsch
Chief Financial Officer

Kurt Moydell
Senior Vice President,
Global Sales and Marketing

Bob Harland
Senior Vice President,
Global Support Services

SUPPORT SOLUTIONS OVERVIEW

SOFTWARE APPLICATION SUPPORT FEATURES	SPINNAKER SUPPORT	SOFTWARE VENDOR
Application and repository fixes	✓	✓
Configuration support	✓	✓
Documentation only fixes	✓	✓
Installation and upgrade process support	✓	✓
Global tax & regulatory compliance updates	✓	✓
24 x 7 x 365, follow-the-sun support	✓	✓
ISO 9001:2015 & ISO/IEC 27001:2013-certified	✓	✓
Interoperability support and tech advisory services	✓	✓
Full stack security and vulnerability protection	✓	patch only
Lifetime, "no sunset" support policy	✓	
Lower price point, aligns support fees with software use	✓	
Average 8 minute support response time	✓	
Customized code support	✓	
Dedicated account support lead	✓	
Customer-specific team of named engineers	✓	
License compliance and audit defense	✓	
Archiving and onboarding services	✓	
Managed services and consulting, for extra fee	✓	typically from partners

Iain Saunderson
Chief Technology Officer

Shawn Du Plessis
Vice President, SAP Global
Support Services

Mark Kreutz
Vice President, JD Edwards
Global Support Services

Devan Brua
Vice President,
Compliance and Risk

Lee Mashburn
Vice President, Marketing

Jae Sam Lee
Vice President, Asia-Pacific
Support Operations

Bob Ludlam
Vice President, Sales –
Americas

SPINNAKER SUPPORT

FOUNDED
2008

HEADQUARTERS
Denver, Colorado

OPERATIONS & SALES CENTERS
Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Seoul, Singapore, Tel Aviv, and Tokyo

AWARD WINNING

2019 Stevie Gold & Silver Winner for Customer Service
- International Awards

2018 Stevie Bronze Winner in 3 categories
- American Business Awards

2017 Stevie Gold Winner
- American Business Awards

20 Most Promising SAP Solution Providers 2018
- CIO Review

20 Most Promising Oracle Solution Providers 2018
- CIO Review

VAISALA

" *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*

OCLARO

" *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.*

A FEW OF OUR CURRENT CUSTOMERS

AUTODESK, love every drop anglianwater, APRIA HEALTHCARE, Actavis, BIO-RAD

IBM, CONTINENTAL MILLS FOOD PRODUCTS OF CHOICE, CSM Bakery Solutions, dun & bradstreet, GARMIN

EXPRESS SCRIPTS, Honeywell, KinderCare EDUCATION, Lexmark, Lifetouch

MILLICOM THE DIGITAL LIFESTYLE, NOVARTIS, 나이키, Oando, Starkey. Hearing Technologies, CLOROX

Yale, CANCER RESEARCH UK, BOART LONGYEAR, Cenveo.