

# Enterprise Software Support Services

Spinnaker Support is a leading global provider of on-premise and cloud-based enterprise software support. Mid-size to Fortune 500 global enterprises and public sector organizations that run Oracle, SAP, and VMware software turn to us for third-party support and managed services. Our exacting standards, proven processes, and depth of expertise have earned us the trust and loyalty of organizations located in 104 countries worldwide. Spinnaker Support gives organizations the freedom to make their own decisions about how enterprise software upgrades and cloud migrations fit into their digital transformation strategy.

Our managed services provide a full suite of expert services across databases, middleware, operating systems, platforms, and applications for mission critical systems. We monitor, maintain, enhance, and secure your software through changing business conditions to ensure

it is always operating at peak performance. Essentially, Spinnaker serves as a single, trusted partner to help you offload IT operations and achieve your strategic business goals.

## STATISTICS

(as of December 2024)

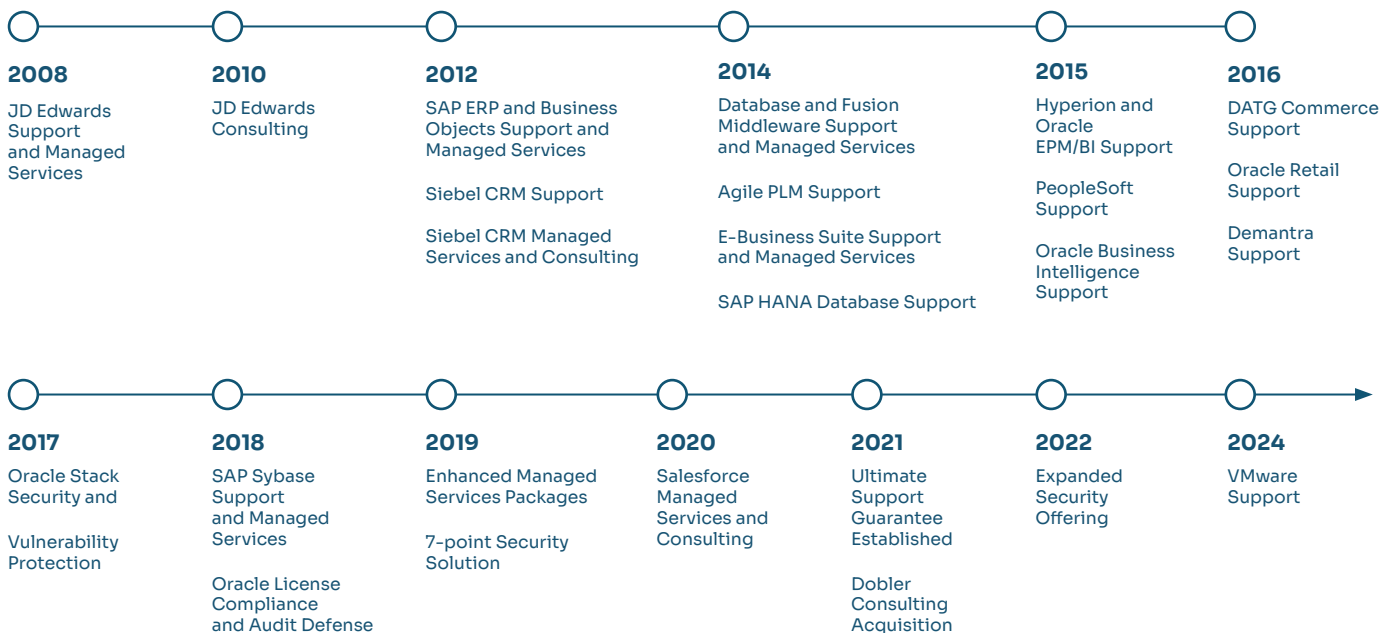
**>30%** Sales Bookings Growth (year to year)

**73%** Clients Using Two or More Services

**~85,000** Instances Supported

**98.1%** Customer Satisfaction

## TIMELINE OF SOLUTIONS WE SUPPORT AND WHEN SERVICES LAUNCHED



## FOUNDED

2008

## GLOBAL HEADQUARTERS

Denver, Colorado

## OPERATIONS & SALES CENTER

Denver (HQ), Sao Paulo, London, Johannesburg,  
Dubai, Bangalore, Singapore, Melbourne, Sydney

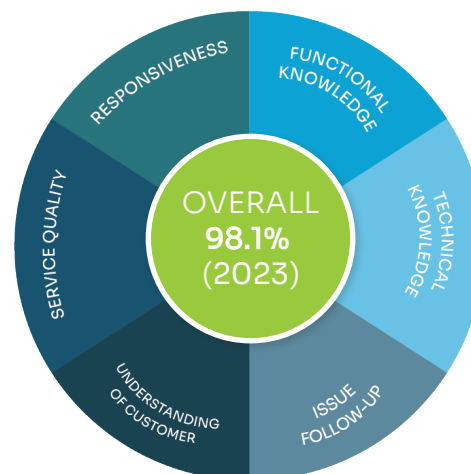
## CERTIFICATIONS



DATA PRIVACY  
FRAMEWORK  
PROGRAM

## HIGHEST RATED CUSTOMER SATISFACTION

In our 2023 customer survey, we  
reported a record 98.1% overall  
satisfaction.



## A FEW OF OUR CURRENT CUSTOMERS



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Spinnaker is the steady force entrusted by companies worldwide to solve their most pressing and essential software needs. Our experts provide third-party support, managed services, and consulting to optimize our clients' software ecosystems—freeing up valuable resources so they can realize the full potential of their software and navigate their businesses with certainty. Hundreds of organizations, from medium-sized businesses to Fortune 500 companies depend on Spinnaker to keep their enterprise software running smoothly. Their satisfaction has made us the most-awarded provider of comprehensive software management and support globally.