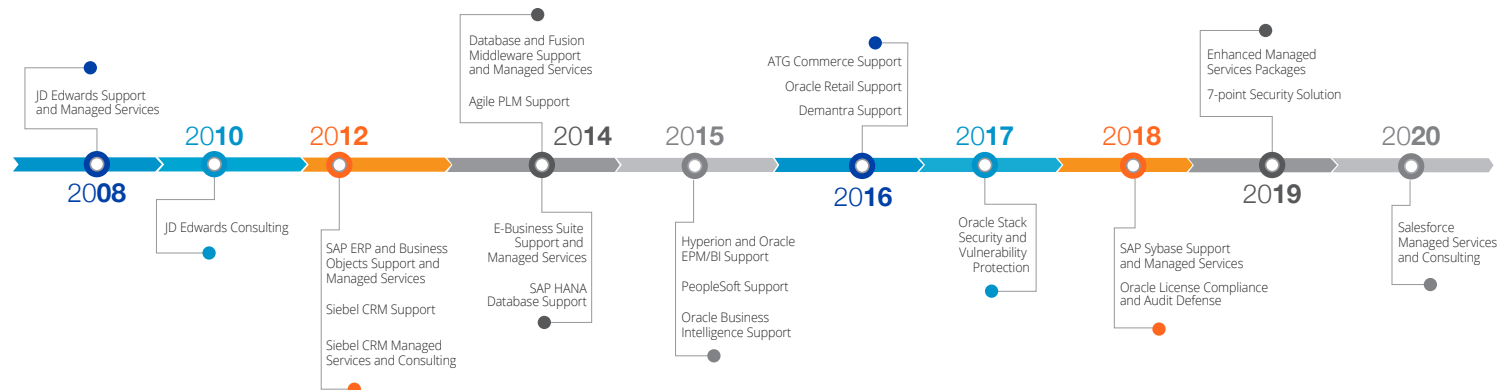


Enterprise Software Support Services

Spinnaker Support is a leading global provider of on-premise and cloud-based enterprise software support services. Mid-size to Fortune 100 global enterprises and public sector organizations that run Oracle, SAP, and Salesforce software turn to us for third-party support, managed services, and/or consulting services. Our exacting standards, proven processes, and depth of expertise have earned us the trust and loyalty of over 1,200 organizations located in 104 countries.

The type of services we provide for our customers are critical to their successful operation. We monitor, maintain, enhance, and secure their software through changing business conditions to ensure it is always operating at peak performance. We embrace and resolve complex challenges that others in our industry shy away from – and we always do it at a fair price.

TIMELINE OF SOLUTIONS WE SUPPORT AND WHEN SERVICES LAUNCHED



STATISTICS
(as of October 31, 2020)

- Sales Bookings Growth (year to year) **26.2%**
- Clients Served **1284**
- Clients Using Two or More Services **29.6%**
- Instances Supported **>14,800**
- Customer Satisfaction **97.3%**
- Consecutive Quarters Profitable **45**
- Net Promoter Score **79**



FOUNDED
2008



GLOBAL HEADQUARTERS
Denver, Colorado



OPERATIONS & SALES CENTERS

Denver, Dubai, Chennai, London, Paris, Sao Paulo, Seoul, Singapore, Sydney, Tel Aviv, Tokyo



AWARD WINNING

2020 Stevie Silver & Bronze Winner
in 5 categories
- International Awards

2019 Stevie Gold & Silver Winner
in 3 categories
- International Awards

2019 Stevie Silver Winner
for Customer Service
- American Business Awards

2018 Stevie Bronze Winner
in 3 categories
- American Business Awards

2017 Stevie Gold Winner
for Customer Service
- American Business Awards



CERTIFICATIONS



HIGHEST RATED CUSTOMER SATISFACTION

In our 2020 annual customer satisfaction survey, we reported 97.3% overall customer satisfaction, maintaining the highest industry scores year after year.



“ Spinnaker Support has proved to us their competency across multiple Oracle applications, Oracle Database, and surrounding technology stack. Their assigned team of Oracle experts has quickly evolved into a natural extension of our own internal IT team. Partner Communications benefits from Spinnaker Support’s global infrastructure and strict business practices that mitigate potential risks.

”

—Raz Bartov, CIO, Partner Communications

A FEW OF OUR CURRENT CUSTOMERS

