

OVERVIEW

Spinnaker Support is a wholly owned subsidiary of Spinnaker Management Group (“Spinnaker”). Headquartered in Denver, Spinnaker was founded in 2002 as a supply chain planning consulting firm. The company has grown and evolved into a full service business and IT consultancy, with deep competency in supply chain planning, execution, and outsourcing. In addition, Spinnaker operates significant reverse supply chain operations in multiple warehouses across North America.

Spinnaker Support provides SAP, JD Edwards, and Siebel third-party maintenance, application/technical management services, and consulting services that help companies maximize their ERP and CRM software investments. Whether companies want to cost-effectively maintain their current software environment through a maintenance or co-sourcingSM delivery model or extend the life of their software through strategic consulting services, Spinnaker Support has a solution to fit their needs. Headquartered in Denver, Colorado with additional offices in Cape Town, London, Mumbai, and Singapore, our services are delivered globally by business experts and the most technically savvy staff in the marketplace.

FAST FACTS

- Launched in 2008 (parent company founded in 2002)
- Over 110 professionals worldwide
- Over 230 active clients
- Global customers in over 32 countries speaking 9 languages
- Customer references – 100%
- Best customer-to-engineer ratio in the industry

OUR MISSION

To operate the most respected and talented enterprise application services firm focused on support and consulting; where our customers and employees are valued beyond comparison.

OUR VALUES

- Outstanding customer service and responsiveness
- Best people providing best service
- Creative solutions to difficult issues
- Attention to detail
- Honesty and integrity

OUR APPROACH

Our clients receive support from dedicated, highly skilled, and empowered teams that focus on providing value with the highest levels of honesty, integrity, and client focus. Spinnaker Support utilizes a proven delivery and engagement model with every client. Our collaborative approach for service delivery means our clients receive strategic advice and skilled support from a team that rolls up its sleeves to deliver results. Strict adherence to policy, process, and procedures ensures intellectual property rights are protected for vendors and clients alike. In the end, we judge our results on the success of each client.

SUPPORTED PLATFORMS

SAP

- **SAP R/3 Software** – All Releases and Cumulative Updates
- **SAP R/3 Enterprise Software** – All Releases and Cumulative Updates
- **mySAP Software** – All Releases and Cumulative Updates

JD Edwards

- **JD Edwards World Software** – All Releases and Cumulative Updates
- **JD Edwards OneWorld Software** – All Releases and Cumulative Updates
- **JD Edwards EnterpriseOne Software** – All Releases and Cumulative Updates

SIEBEL

- **6.x, 7.x, and 8.x** – All Releases and Cumulative Updates

“ Spinnaker Support provides *the best software support*

I have seen in my 30 plus years of experience in the IT field...

I have every confidence that issues will be resolved in a timely manner. Each engineer communicates with patience, professionalism and expertise. I couldn't be happier with Spinnaker Support for our ERP software support. ”

- Cindy Morgan, IT Manager, Stanley Electric US

COMPANY MILESTONES

- **April 2002** – Spinnaker Founded as a Supply Chain Consulting Firm
- **September 2008** – Spinnaker Launches Spinnaker Support with JD Edwards; 50 Customers in First 90 days
- **November 2008** – Spinnaker Support Opens London and Singapore Operations
- **December 2009** – Spinnaker Support Launches JD Edwards Consulting Practice
- **March 2012** – Spinnaker Support Acquires Versytec
- **April 2012** – Spinnaker Celebrates 10-Year Anniversary
- **May 2012** – Spinnaker Support Launches SAP Maintenance and Support
- **January 2013** – Spinnaker Support Opens South Africa Operation
- **July 2013** – Spinnaker Support Launches Siebel Maintenance and Support
- **February 2014:** Spinnaker Support Opens the Global Technology Center in Mumbai, India

CUSTOMER SATISFACTION

Client service is our highest priority, and our customer satisfaction scores reflect this:



SERVICE OFFERING COMPARISON

| Support Program Features | Spinnaker Support | SAP / Oracle |
|---|-------------------|--------------|
| 24 x 7 x 365 Global Support Coverage | ✓ | ✓ |
| Application Fixes for Serious Issues | ✓ | ✓ |
| Tax and Regulatory Updates | ✓ | ✓ |
| Performance Support | ✓ | ✓ |
| Interoperability Process Support | ✓ | ✓ |
| Extended Consulting Services | ✓ | ✓ |
| Installation and Upgrade Process Support | ✓ | ✓ |
| Configuration Support | ✓ | ✓ |
| Extended Consulting Services | ✓ | ✓ |
| 50% Annual Support Cost Savings | ✓ | |
| Assigned/Dedicated Senior Engineer | ✓ | |
| Customization Support and Fixes | ✓ | |
| No Forced Upgrades | ✓ | |
| A Support Partner, Not a Vendor | ✓ | |
| Proactive Support Calls | ✓ | |
| Support Team Averaging 15 Years of Experience | ✓ | |
| Extended Co-Sourcing SM Services | ✓ | |

MANAGEMENT TEAM

Matt Stava, CEO
Dan Lensgraf, CFO
Shawn du Plessis, VP, SAP Global Support Services
Mark Kreutz, VP, JD Edwards Global Support Services
Kurt Moydell, VP, Sales – North America
Nigel Pullan, VP, Sales – EMEA
George Skidmore, VP, Global Tax and Regulatory Compliance
Paula Piotrowski, Director, JD Edwards Consulting

REPRESENTATIVE CLIENTELE

Spinnaker Support serves clients of all sizes from all industries, including many Fortune 500 companies. Below is a small sampling of our clients:

| | |
|-----------------------|----------------------------------|
| Balfour Beatty | Ethan Allen |
| Brooks Brothers | Novartis |
| Cook County, Illinois | Phibro Animal Health Corporation |
| D+M Group | Universal Music |
| Dole Food Company | Viacom |