



OEM Hardware Solutions

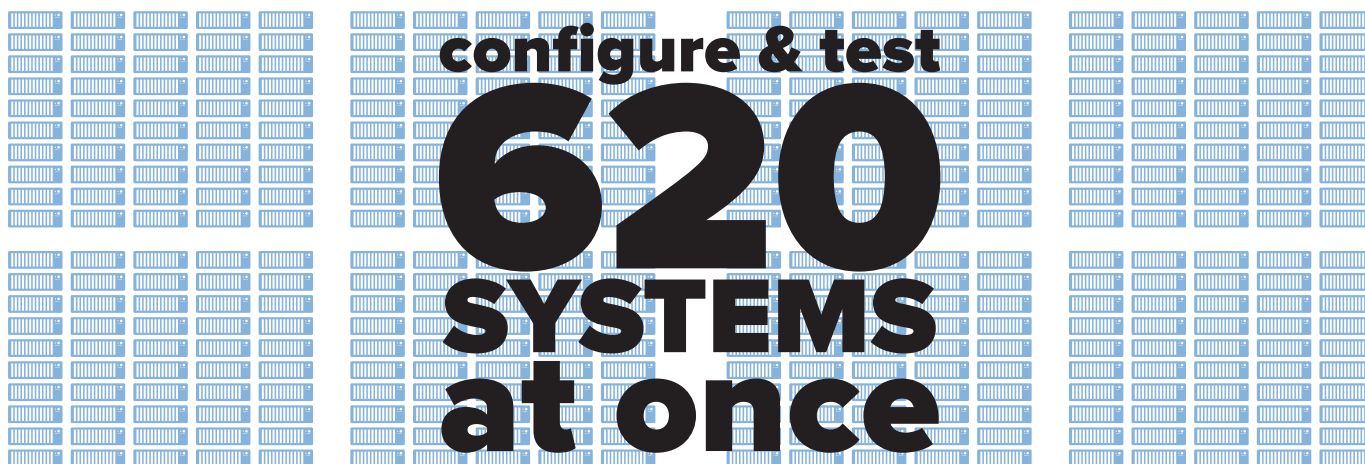
Maximum Customization, Scalability & Reliability.

A few of the reasons why some of the largest and most demanding software developers and service providers worldwide choose MBX Systems for their turnkey hardware program



The MBX Advantage

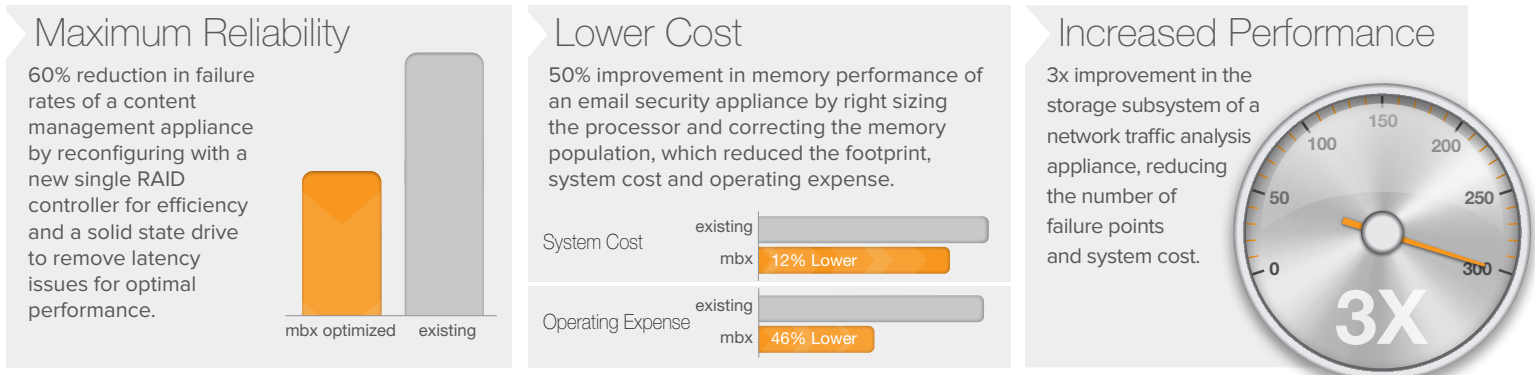
- > 100% dedicated to OEM hardware programs
- > 99.4% defect-free systems – the highest quality rating in the industry
- > 98.7% tech support satisfaction
- > Specialists in configuring and building hardware solutions for security, storage, video/broadcast and cloud-ready applications
- > Partners with Tier One hardware manufacturers: HP OEM-Integrator, Intel Platinum Technology Provider, Seagate Elite, Supermicro Partner, Nvidia Preferred Provider, Adaptec OEM-Integrator, Micron Valued Partner (MVP), and LSI Partner
- > Experts in plug-and-play systems engineered to optimize hardware and software performance
- > Global support coverage in more than 170 countries and RMA repairs in the US and EU
- > Warranty coverage up to five years on all MBX-assembled systems
- > Unlimited custom branding to enhance the end user's out-of-the-box experience
- > High-touch account team dedicated to individual customer accounts



Flexible Manufacturing

- > Products assembled in the US and the Netherlands
- > Proprietary manufacturing software with fail-safe mechanisms – 99.4% defect-free workmanship
- > Technology-driven processes manage visual build documents, custom events, final assembly options, image management and other customer requirements
- > Super Cell production technology with integrated KVM over IP configures and tests up to 620 systems at once
- > PC-Doctor Network Factory for production testing and managing customers' system information
- > One-to-many base platform options unify multiple applications, ready to expedite through software integration and final assembly

Sample performance results from optimizing customers' platforms:



Engineering Excellence

- > Engineering facilities located in Chicago and San Jose
- > Tier One partnerships provides access to pre-release hardware components for proactive platform enhancements
- > Component and platform testing data used for component evaluation and selection, with BOMs locked down for predictable performance and reliability
- > Advanced imaging infrastructure supports software applications with different distributions, requirements, and end user-specific configuration such as serial numbers and license keys
- > EOL planning and migration strategy prevents unexpected component changes and software incompatibility
- > Product certification services available to meet specialty, regulatory or specific country certification requirements for more than 170 countries
- > Hosting infrastructure to help manage special imaging and custom testing equipment and requirements
- > Global Compliance Engineers to manage all global regulatory, safety and country-specific certifications
- > Customer remote access to updated system configurations over a secure MBX network for software/hardware performance testing and periodic image updates



Professional Custom Branding

- > In-house branding specialists to design unique faceplates, chassis, custom labels, shipping cartons and more
- > In-house CAD expertise and 3D printing to design and test custom-machined parts, unique venting, port covers and more
- > Custom fabrication, powder coating, full-color graphics, injection molding, packaging design, system guides and other inclusions
- > Services include sourcing, stocking and installation
- > Marketing support services for professional photography, print and promotional materials



Global Inventory Management & Logistics

- > Global services coverage for forward stocking, software integration, and remanufacturing
- > Inventory stocking for complete and/or semi-configured systems, demo units, and replacement systems/components with expedited cross-shipping
- > End-to-end supply chain capabilities for “solution in a box” packaging – hardware system plus all the materials needed for operation: monitors, keyboard, cables, product data sheets, promotional items, and other unique inclusions
- > Extended shipping until midnight at month’s end from US warehouse to assist in maximizing monthly revenue
- > Electronic data exchange with automated notification providing details at each stage of order fulfillment



Robust Customer Portal

- > 24/7 real time information adaptable for hardware program and reporting requirements
- > Historical and current data for inventory levels, orders, bills of material, support occurrences, RMA tracking and more
- > List of all manufactured systems with hardware detail and shipped location
- > Detailed system information such as asset tags, MAC addresses, serial numbers, license keys and shipment data
- > Ability to submit new software images, customize packing slips and shipping labels, and more

24/7



TECH SUPPORT

Comprehensive Support Services

- > Lifetime telephone technical support direct to support specialists at no additional charge
- > Warranty coverage up to five years on all MBX-assembled systems
- > Customizable extended warranty options
- > Global on-site technical support with multiple service level options
- > Premium 24/7 supplemental support with customization options and a single number to call for worldwide coverage
- > RMA programs including depot repair, advanced replacement cross-shipping, and same-day replacement

MBX Systems

MBX Systems designs and manufactures application-optimized hardware appliances and cloud-ready solutions for some of the largest and most demanding ISVs and service providers worldwide. Scalable manufacturing plus value-added services result in a turnkey hardware program including: engineering services and software integration; fully customized branding; global inventory management and logistics; comprehensive warranty and support; and more.



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