# BLACK BOX®
## NETWORK SERVICES

Driving innovation with comprehensive
IT and communications solutions.

## Align your IT strategy with your desired business outcomes.

Black Box empowers you, our customers, from small- and mid-sized businesses to global enterprises, by aligning IT and communications solutions to your desired business outcomes. We help transform your operations with innovative technology products and services. More than 400 of the Fortune 500 rely on Black Box for IT and communications services.

Customers think of Black Box as their indispensible IT and communications solutions partner. We work with you to objectively assess your business and identify products or services that best achieve those goals.

Black Box is dedicated to bringing the latest technologies to the forefront to help businesses of all sizes optimize their organizations. We guide our customers through the complex challenges of transitioning from traditional communications to dynamic and integrated IT technologies and services.

Our advantage is built upon two scalable and flexible platforms that allow us to provide you with the products and services that solve their challenges: the Products platform and the Services platform.

### Technology Products Solutions

The Products platform includes global sales and distribution, free 24/7/365 technical support, same-day delivery, lifetime warranties, quality control and global product management. Our Products platform is the result of decades of investment and adaptation to changes in technology.
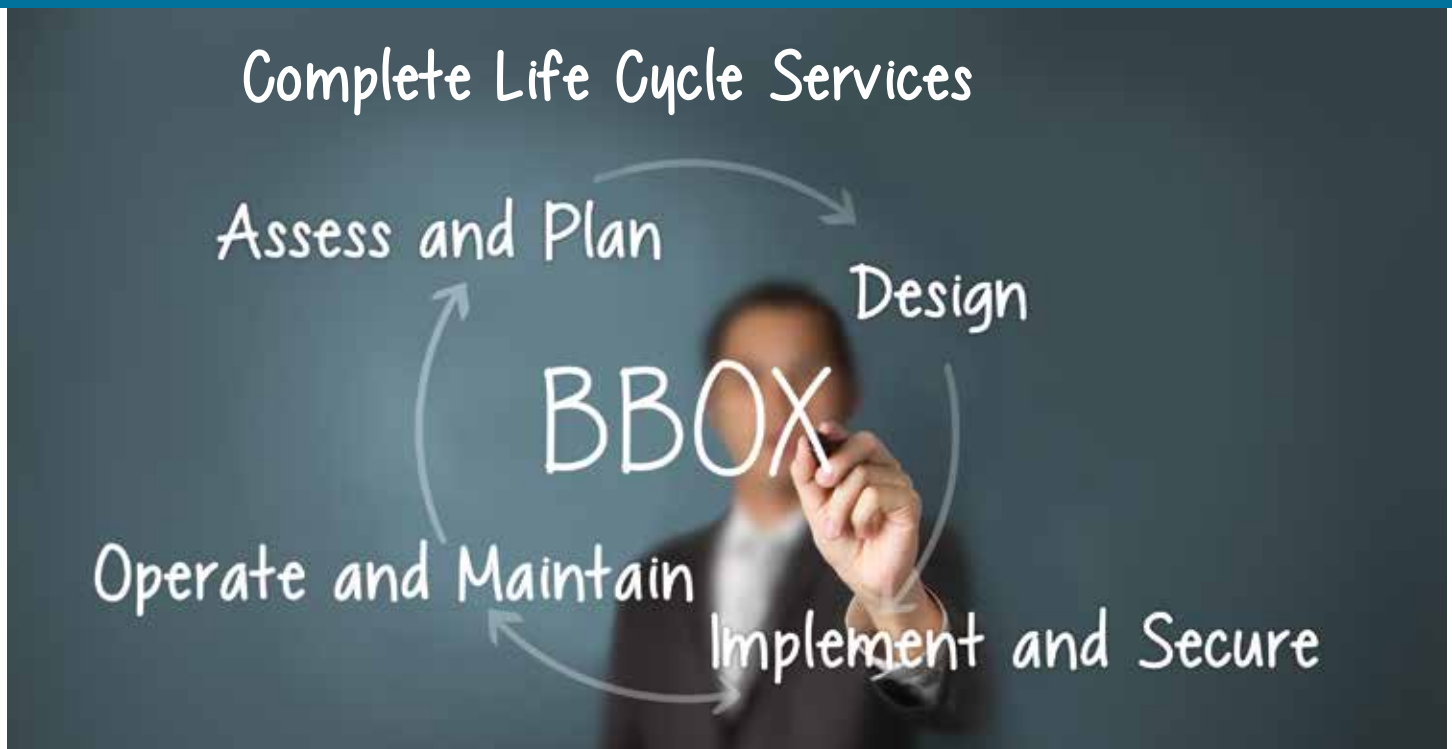
### IT and Communications Services

The Services platform includes engineering and design, remote and on-site service capabilities and broad technical certifications. Our Services platform provides clients with access to deep capabilities wherever challenges exist.

Whether your needs involve network infrastructure, unified communications, managed services or wireless communications, Black Box is the right product and service solution partner.

*"I'm very pleased with our decision to go with the Black Box team. What started as a simple business relationship has turned into a real partnership and friendship. Black Box is always willing to assist us, and they're always glad to answer any questions we may have. This is just an affirmation that we made the right decision."*

*Mr. Kerry Smedley, IS Manager, The Amalgamated Sugar Company LLC*

Complete Life Cycle Services

Assess and Plan

Design

BBOX

Operate and Maintain

Implement and Secure

## Comprehensive services for any system, anywhere, anytime.

Black Box offers advantages not found anywhere else in the industry:
the broadest portfolio of solutions, a global footprint and deep technical resources.

**Any system:** Technology-independent portfolio of solutions.

• Independent, objective advice.
• Interoperable, best-of-breed technologies.
• Elite partner relationships.

With the broadest portfolio of manufacturer partnerships in the industry, we'll find the solution that's right for you.

Black Box recognizes that communication needs are dynamic and rapidly changing. That's why we constantly add new capabilities. Whether IT and communications initiatives include BYOD, cloud computing or other technologies, our team works with our clients and partners to engineer a solution. It could be a single-site, single-manufacturer solution or a complex, multi-site, cross-platform solution from multiple manufacturers.

**Anywhere:** Global footprint.

• Centralized management, local expertise.
• Local deployment, operations and maintenance.
• Offices worldwide.

Whether your organization has one office, a campus, a nationwide operation or a global enterprise, Black Box can help. With offices and resources serving approximately 150 countries, we're there. Why would you risk working with multiple vendors in multiple locations with multiple results? The solution for worry-free services is Black Box Network Services.

*"We realized a significant reduction in the number of hours spent on wireless infrastructure maintenance—roughly 70 percent fewer hours."*

*M.J. Ernie McKinley, CIO, University Medical Center of Southern Nevada*

# The Black Box Service Advantage

## Comprehensive IT and communications services.

Count on Black Box to help solve IT and communications challenges—large and small—from enterprise-wide systems and services to deploying customized technology products and solutions.

| | | |
|---|---|---|
| Unified Communications/UCaaS | Mobility | Service Dispatch |
| Traditional Telephony | Service Desk Support | DAS & High-Capacity Wi-Fi |
| Contact Centers | Managed Services | Wired and Wireless Infrastructure |
| Cloud Solutions | Remote Monitoring | Network Security |

## Anytime: Black Box technical team.

- Extensive 24/7 remote and on-site support, management and monitoring services.
- Technology partner Centers of Excellence.
- Network Operations Centers (NOCs).

With 38 years of experience in communications and networking solutions, Black Box customers can be assured of working with the best trained and most knowledgeable technical people in the business. Professional Black Box project managers oversee and manage every detail from start to finish and from site to site.

Black Box also boasts industry-experienced technical personnel, including engineers, RF engineers, Registered Communications Distribution Designers and certified technicians. Our technical personnel can help with engineering and design, remote system monitoring and on-site technical assistance with one system or multiple systems.

In addition, Black Box has attained ISO/IEC 20000-1:2011 (IT Service Management Standard) certification and ISO 9001:2008 certification.

Black Box maintains technology partner Centers of Excellence to better support our customers. They are staffed with partner-certified engineers and technicians and provide our clients with access to advanced communications system engineering, design and training resources. They also support our NOCs with partner-specific issue resolution capabilities.

When you need help, you get it, either on the phone or in person. The personnel in our NOCs answer approximately 34,000 calls a month, resolve more than 97% of calls without manufacturer assistance and remotely resolve 72% of trouble calls. In addition, we have the centralized management to quickly coordinate and deploy field experts for on-site problem resolution.

# Communications solutions designed to make government more efficient.

Black Box Government Solutions delivers complete communications solutions to federal, state and local government agencies. We offer our government customers the ability to manage large enterprise projects with the agility to be responsive to their special needs. Black Box Government Solutions enables you to focus on their missions instead of the technologies that support them. Whether the mission is to serve the citizenry, protect our borders or defend our country from threats, both foreign and domestic, we serve those who serve.

# One-stop service provider for complete communications solutions.

### Worldwide government solutions.
Black Box Government Solutions has one of the leading communications teams in the world, with technical personnel all over the globe. We offer government customers of all sizes the resources of a communications and IT services powerhouse and the responsiveness of local, readily-available support.

### Black Box offers government customers:
- A deep understanding of federal, state and local government operations.
- Communications and infrastructure solutions that are reliable, available and secure, including enterprise network cores designed for 99.9999% availability—the best in the industry.

- The ability to build a complete communications infrastructure from the ground up to support environments ranging from small systems to 100,000 or more users.
- Enterprise security solutions for state and local governments, civilian agencies, and Department of Defense federal clients.

### Black Box serves:
**United States Armed Forces**
Black Box Government Solutions serves all branches of the military. We provide consultation, design, integration, managed services and more to military operations around the world.

# Government Solutions: Serving Those Who Serve



## Civilian agencies

The company has a long history of providing complete communications solutions to civilian agencies in the United States and around the world.

## State and local governments

Black Box Government Solutions holds more than 25 state contracts in addition to its GSA contract, making it the partner of choice for state and local governments.

In addition, Black Box services and technology products are listed on a number of GSA schedule contracts.

For a complete list of Black Box contracts, visit blackbox.com/Solutions/government-solutions/contract-vehicles/.

### Government contracts.

Because government agencies are looking for easier, faster and more flexible ways to procure IT products and services, Black Box offers numerous contractual vehicles. The company holds prime and subcontract relationships with many federal government agencies, including:

- GSA Connections II
- Department of Homeland Security
- Intelligence Community
- ITES
- SPAWAR
- US Air Force
- US Army
- US Navy

# Solving today's complex IT challenges.

Black Box specializes in differentiated, value-added communications and networking solutions to help our customers around the world improve their IT environment, better manage communications and take their networks into the future.

## IT Infrastructure

Black Box helps you make data centers greener, workspaces quieter, and networks faster. IT professionals can improve infrastructure with standardized and custom-designed equipment including cabinets, carts and racks; copper and fiber cables; panels and connecting hardware; and cooling solutions for data centers and harsh environments.

Featured new product:

**3-Series Lockable Patch Cables** are a family of CAT5e/6/6A high-performance cables that give users the ability to secure network ports—only when they need to. The cables feature the patented, slimline LockPORT™ boot. **blackbox.com/3Series**.

## Specialty Networking

Black Box offers the latest hardened, PoE, security, and switch technologies to help customers extend the reach of their networks. Other solutions include media conversion, multi-site WAN encryption, and Power over Ethernet devices. Industrial and military customers also come to Black Box for a full range of networking equipment designed for their special needs.

Featured new product:

**Hardened Managed Ethernet Switches** increase network reliability in harsh environments with temperature extremes of -40–75°C. They deliver high reliability for networks such as in traffic control, security, oil/gas drilling, military applications, and more. **blackbox.com/IndustrialSwitches**.

# Technology Product Solutions





## High-Performance KVM

High-performance KVM and HD video switching and extension is typically used in control rooms and in broadcasting and command centers. It enables efficient transmission of video signals over short distances and over IP networks for longer distances. Black Box offers strong technical expertise, a deep product portfolio, and the resources to custom-design complex video solutions.

Featured new product:

**InvisaPC™** is an IP-based LAN/WAN solution that enables point-to-point KVM extension and cloud-based matrix switching for physical and virtualized CPUs. It also provides remote management and real-time HD video switching. **blackbox.com/InvisaPC**.

## AV, Multimedia, and Digital Signage

Broadcast professionals use Black Box's high-performance AV, multimedia, and digital signage technologies to distribute and extend video over long distances and to distribute high-quality video over IP networks. For special and unique applications, Black Box's technical experts can design a one-of-a-kind solution.

Featured new product:

**VideoPlex4** is a standalone display wall controller that gives users the ability to create unique, eye-catching video walls with four or more screens. Images are scaled across screens so proportions are preserved. Output can also include live feeds and animation. **blackbox.com/VP4.**

# Major Contracts Awarded to Black Box

## Fort Hood, Texas

Black Box was awarded a US Army IMOD contract for the Ft. Hood Phase I Hospital and Voice Modernization Project. The modernization will include outside plant services, a new communications shelter and a UC capable voice switch with voice mail and audio conferencing capability.

## Empowering our clients to achieve their business objectives.

Whether projects are large or small, Black Box has the unique ability to help you adapt to a rapidly changing technology environment. Here are some recent large contract awards.

### USAG-Yongsan, South Korea: Base Relocation

One of our largest service deployments is in South Korea, where U.S. forces are being relocated from other sites, including USAG-Yongsan to USAG-Humphreys. As the prime contractor managing and deploying the modernization of communications technology and communications infrastructure, Black Box is proud to play a key role in this transformation.

### Marine Corps Air Ground Combat Center, Twenty-Nine Palms, CA: UC Migration

Black Box was awarded a contract to install and migrate users to a Unified Capabilities (UC) platform consisting of a Voice over Internet Protocol (VoIP) telecommunications system, a Dense Wave Division Multiplexing (DWDM) and Synchronous Optical Network (SONET) transport backbone and a Gigabit Passive Optical Network (GPON) Assured Services LAN. This turn-key solution provides a hybrid UC architecture for existing and future voice, video, data and transport requirements.

### Millennium Hotel, Minneapolis, MN: Wired/Wireless Infrastructure

During a top-to-bottom renovation of the Millennium Hotel, Black Box designed and installed the infrastructure for the hotel's new data/voice/video communications system as well as implemented the cable installation for complete wireless coverage.

### Washington Metropolitan Area Transit Authority, Washington D.C.: Digital Video Security-Camera Network

To improve security at the second busiest rapid transit system in the country, Black Box installed a complete network infrastructure at 86 stations to support a complex digital video surveillance system.

### City of Mesa, AZ: Unified IP Contact Center

Black Box is migrating 10 different departments to a new Unified IP Contact Center solution that will combine multiple advanced applications for improved customer service, enhanced quality, better compliance, simpler system administration and enriched management reporting.

### U.S. Gas & Electric, Miramar, FL: Unified Communications

Black Box deploys and maintains a new unified communications system for the company's new headquarters. The system also includes a mobility solution.

### Amphitheater Public Schools, Tucson, AZ: VoIP, WLAN

Black Box was awarded a contract to maintain, upgrade, and consolidate 22 telecommunication systems to enable communications over a WLAN for Amphitheater Public Schools.

# Major Contracts Awarded to Black Box



## Corporate Headquarters

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## Worldwide Locations

Headquartered in the United States, the Company operates subsidiaries in Australia, Austria, Belgium, Brazil, Canada, Chile, Denmark, Finland, France, Germany, India, Ireland, Italy, Japan, Korea, Malaysia, Mexico, the Netherlands, New Zealand, Norway, Puerto Rico, Singapore, Spain, Sweden, Switzerland, Taiwan and the United Kingdom, and services clients in approximately 150 countries.

*"The Black Box solution was the most cost-effective one we found on the market that provides us with an enterprise application that allowed our spry team to produce a show that normally requires big-league budgets and staff."*

*Steve Rohrer, Creative Technologist and Motion Graphics Designer, Mandalay Baseball Properties*

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