



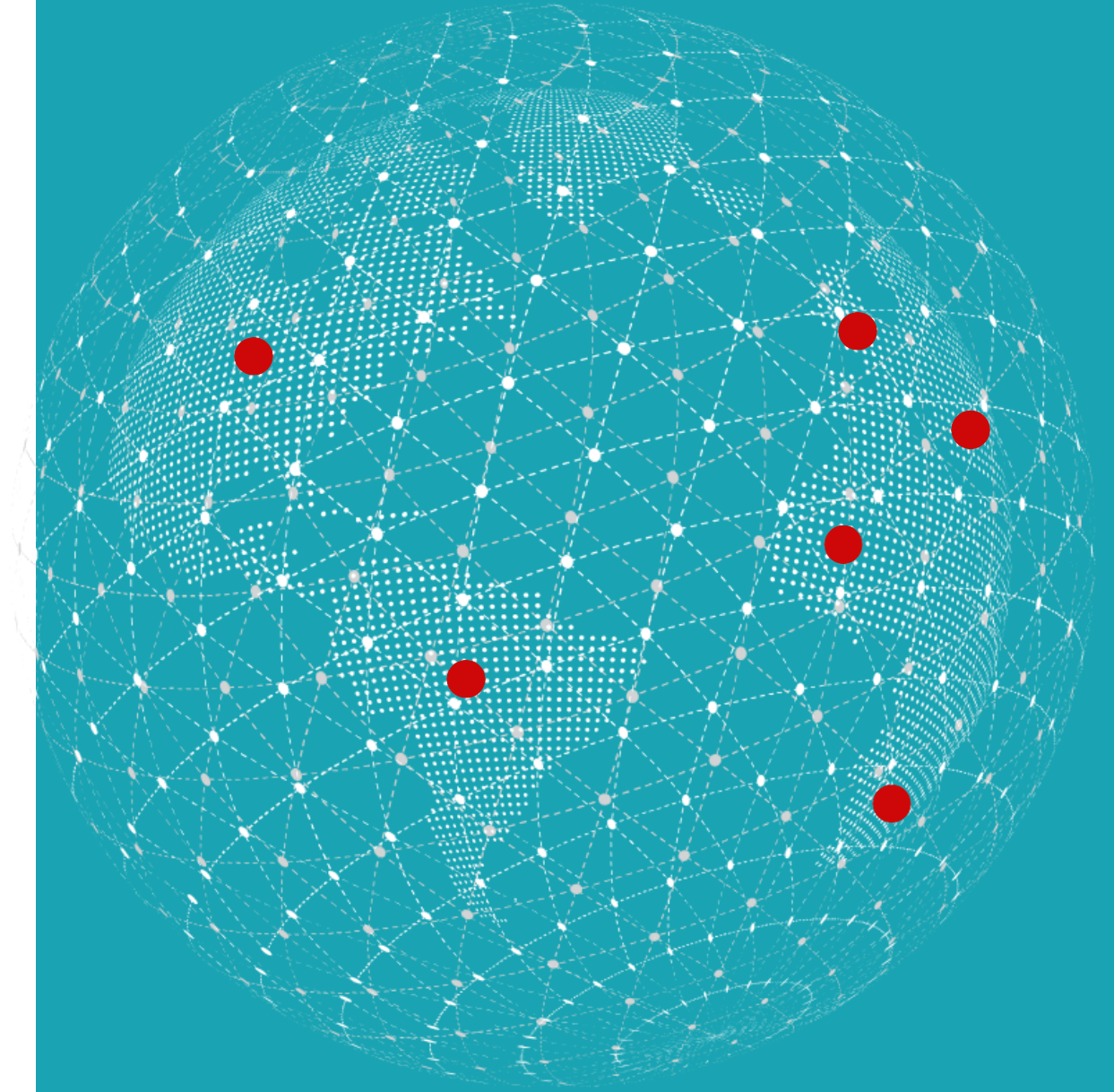
# ACCELERATING THE CUSTOMER'S **DIGITAL LANDSCAPE**

WE ARE



# Our Story

Evolves with Every  
Technology Shift



# Technologies behave as **Tectonic Plates**



By 2030, Metaverse technology would be worth \$5 trillion and will offer major new growth opportunities in the digital workplace for several industries. (McKinsey)



The number of buildings globally deploying smart building technologies will reach 115 million in 2026 - an increase from 45 million in 2022.



By 2025, there will be 152,200 IoT devices connecting to the internet per minute, generating \$4-11 trillion in economic value.



42% of organizations prefer re-modifying the application interaction with datacenters. (Harvard Business Review)

# Businesses are challenged by **Tectonic Shifts**



Metaverse technology has the potential to profoundly change how businesses and consumers interact with products, services, and each other.




Today's buildings rely on multiple systems for lighting, heating, and other necessities. Smart buildings help improve efficiency by connecting the operational systems while reducing costs.



IoT solutions leave a great impact on businesses since they don't necessarily change the method of business operation, but its implementation and rapid use improve the productivity and efficiency of businesses.



Today's organizations need a hybrid digital infrastructure consisting of both physical and virtual assets and functions, with physical and logical resources, connections, and dependencies.



# The Answer Is **An Experienced Technology Partnership**

Delivering Future-ready Digital  
Infrastructure and Networking  
Services for Customer's:

- Connected experiences
- Communication and collaborative workflows
- Business continuity
- Hyperscale data center readiness
- Cost efficient IT modernization





**BLACK BOX<sup>®</sup>**

A Trusted Global  
**Solutions Integrator**



# Helping Drive the Technologies of Tomorrow

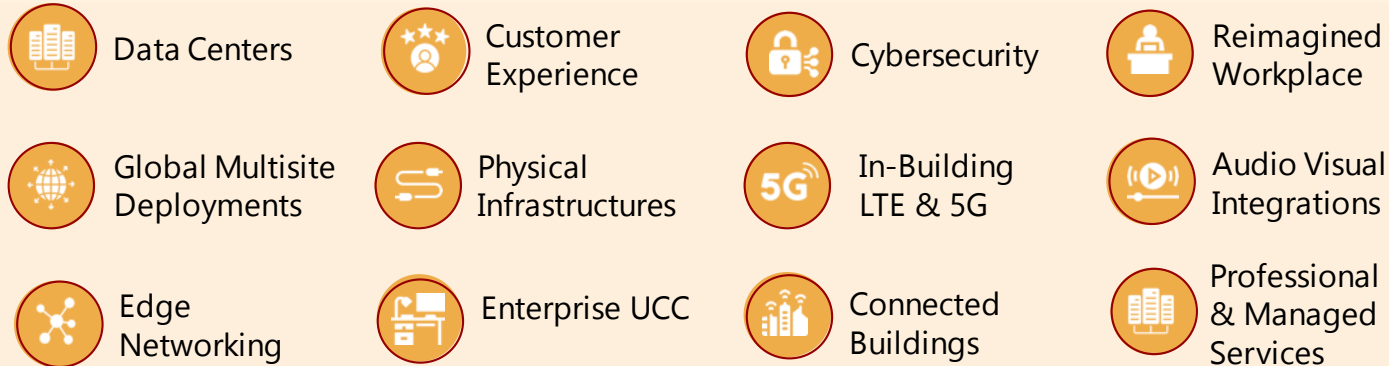
## Customer' Industries



### BLACK BOX OFFERS

#### Access to Future Tech

The Digital Acceleration Specialists supporting Integration and Delivery



Conversational AI & Self-Service

Autonomic Systems

Robotics & AI Engineering

Biometrics

Trusted strategic IT solutions & services partner and solution integration expert for over 45 years.

Accelerating business transformation and strengthening digital infrastructure foundation - network, customer experiences, connectivity, and more.

Driving the digital infrastructure by serving clients across continents and cultures through our *Glocal* strategy.

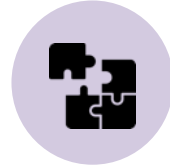


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# The Digital Infrastructure Specialist



Empowering business transformation with Digital Infrastructure and Networking Solutions



Delivering more than a Service, a Promise to be Relevant to Technology Shifts



Always evolving on the strength of diverse Subject Matter Expertise of our experts and through the roadmap of visionary leadership



Connected as one family - internal people and a partner network of technology and product experts



Scripting technology led client success across various sectors of the global IT landscape



# Our **Corporate Overview**

Black Box® is a trusted IT solutions provider delivering cutting-edge technology solutions and world-class consulting services to businesses around the globe.

The breadth of our global reach, continuous innovation, and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

Our IT infrastructure solutions, services, and products enable secure, flawless connectivity and meaningful collaboration for businesses in every major market across six continents.





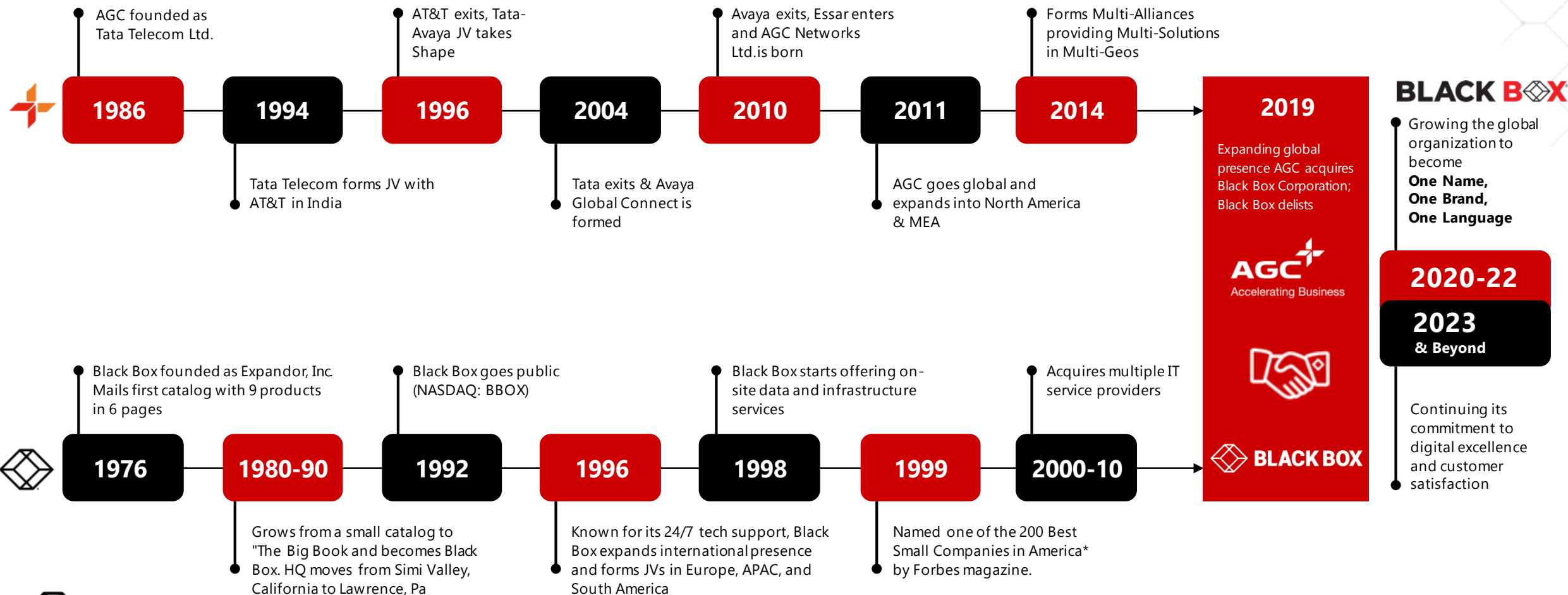
## And **Global Snapshot**



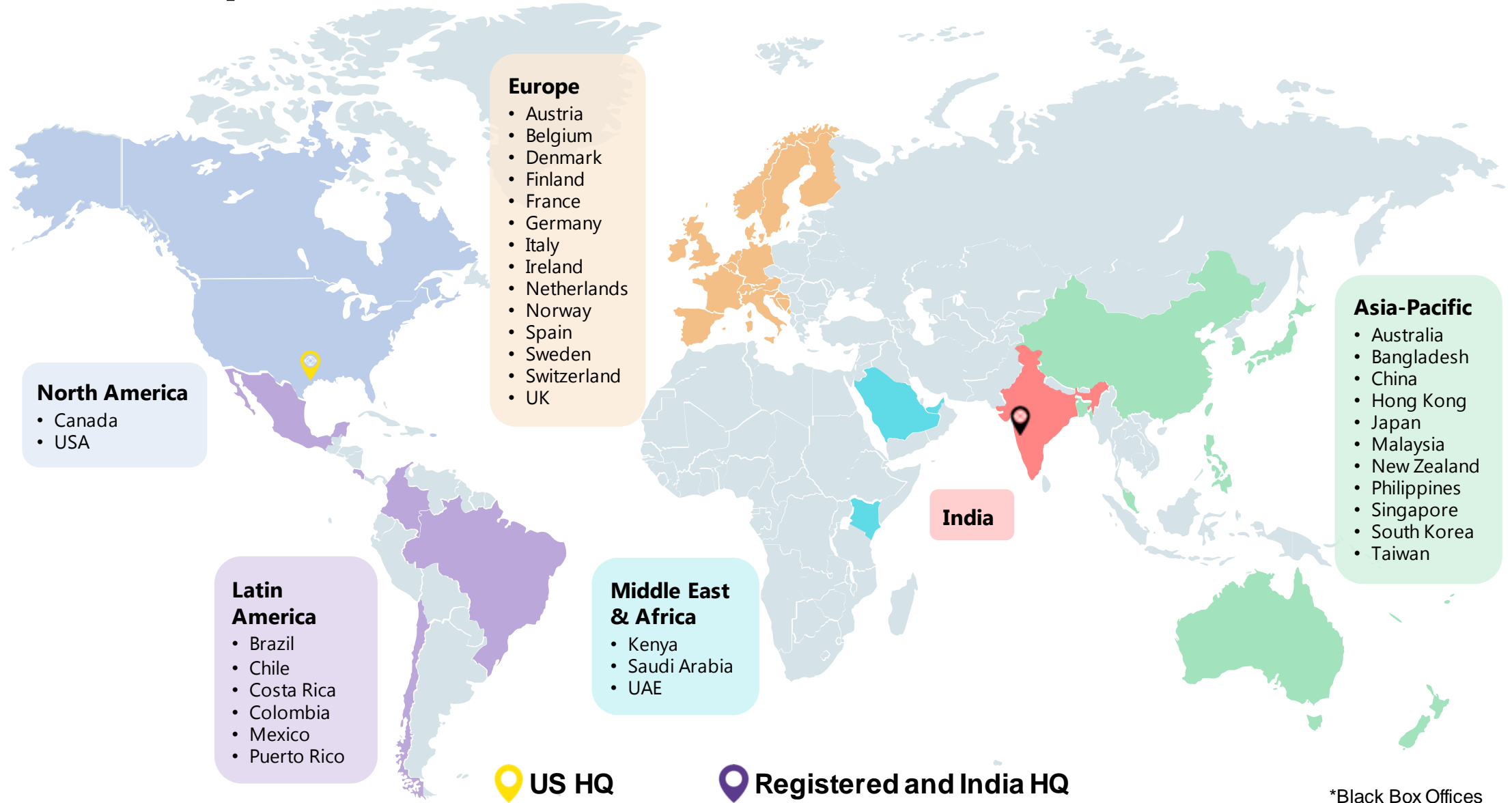
- **Innovative** and **customized** digital, cloud-ready, secure solutions and services portfolio
- **Future-ready** technology products portfolio
- **Best-in-class** technology partners
- **Worldwide** multivendor, multisite support
- Agile, flexible, **right-size organization**

# Inception To Date

## Milestones In Our Journey



# With Footprints Across the Globe



\*Black Box Offices



# Guided By **Strong Beliefs**



Accountability and transparency with all stakeholders.



Embracing global citizenship and respecting differences by nurturing diversity.



Continuous innovation, anticipating the ever-changing needs of our customers and accelerating their success.



# Guided by **1500+** **Certified Experts**



## **Pre-Sales**

Understanding client expectations to align service delivery to business goals



## **Service Engineers**

Skilled in diverse domains - networking to infrastructure to telecom



## **Solution Experts**

Advisory teams' outline steps to propel client's digital acceleration strategy

Global  
Certifications

Multi OEM  
Support

Global  
Footprint



# Customer-first Evolution of Best Practices



## Global Support

- Global Response Centers
- Customer Experience Centers (CEC)
- Global Security Operation Centers (G-SoC) across Pittsburgh, Dallas, Mumbai & Bengaluru



## Quality Commitment

- ISO 9001:2015 certified
- SOC-2 – Re-examination completed
- BICSI-certified team members
- RoHS2 compliant
- WEEE compliant



## Continuous Innovation

- Center of Excellence for Global Solution Integration
- State-of-the-art incubation centers to align products to newer markets



# Expertise Built Over Decades **Define the 3 “R” approach**



## **R** elationships

Fostering deep relationships with our technology partners, directed towards helping our customer succeed



## **R** elevance

Understanding industry landscapes, gauging business futures, securing IT, and aligning the relevant technology from global leaders



## **R** esults

Leveraging more than 46 years of dedicated efforts towards delivering objective results aligned to the larger customer organization, but driven by technology

# A Journey of Accolades

## 2022-2023

- AV Technology Best of Show ISE 2023 for Emerald DESKVUE (Global)
  - Juniper – Alliance Partner of the Year (APAC)
  - TVB Europe 'Best of Show' Award at IBC 2022
  - National Best Employer Brands — 2022 (India)
- 
- Top choice in the Disability Equality Index® Best Place to Work for Disability Inclusion (USA)
  - CommScope - 'Focus on Training' Award (USA)
  - Silver Stevie Award Winner Customer Service Team of the Year (USA)
  - TVB Europe Best of Show Award IBC 2022
  - AV Technology Best of Show ISE 2022
  - Verint - Partner Excellence Award (India)
  - Avaya - Subscription Partner of the Year (India)
  - Juniper - MIST-AIDE Partner of the Year (India)
  - Juniper - Enterprise Partner of the Year (India)

## 2021

- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year (USA)
  - InfoComm Best of Show for MCX Gen 2 (USA)
  - AV Magazine UK (Shortlisted) MCX Gen 2 (UK)
  - rAve Reader's Choice Award Nominee (USA)
  - CommScope DAS Partner of the Year (USA)
  - Avaya OneCloud Subscription Partner of the Year – APAC (India)
  - Yotta – The Golden Circle Partner Excellence Award (India)
- 

## 2020

- NAB Product of the Year Winner for PoE KVM Extenders (USA)
- ISE Best of Show Award 2020 for Radian Flex (EU)
- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year (USA)
- Best of Show Special Edition Award from TV Technology Magazine for Emerald PE IP-Based KVM Extenders (USA)
- AV Technology Europe Best of Show at ISE (EU)
- Black Box Emerald PE for Digital Media World Award – Bronze
- Avaya International Theatre Partner of the Year (India)



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A Deeper Dive into  
**Our Offerings**



# Our Portfolio of **Solutions, Services, Products**



## **Global Solutions Integration**

- Connected Buildings
- Digital Workplace
- Customer Experience
- In-Building 5G/Private LTE
- Data Centers
- Enterprise Networking
- Cybersecurity



## **Global Support Services**

- Consulting & Design
- Project Management
- Field Services
- Support Services
- Managed Services
- Customer Success

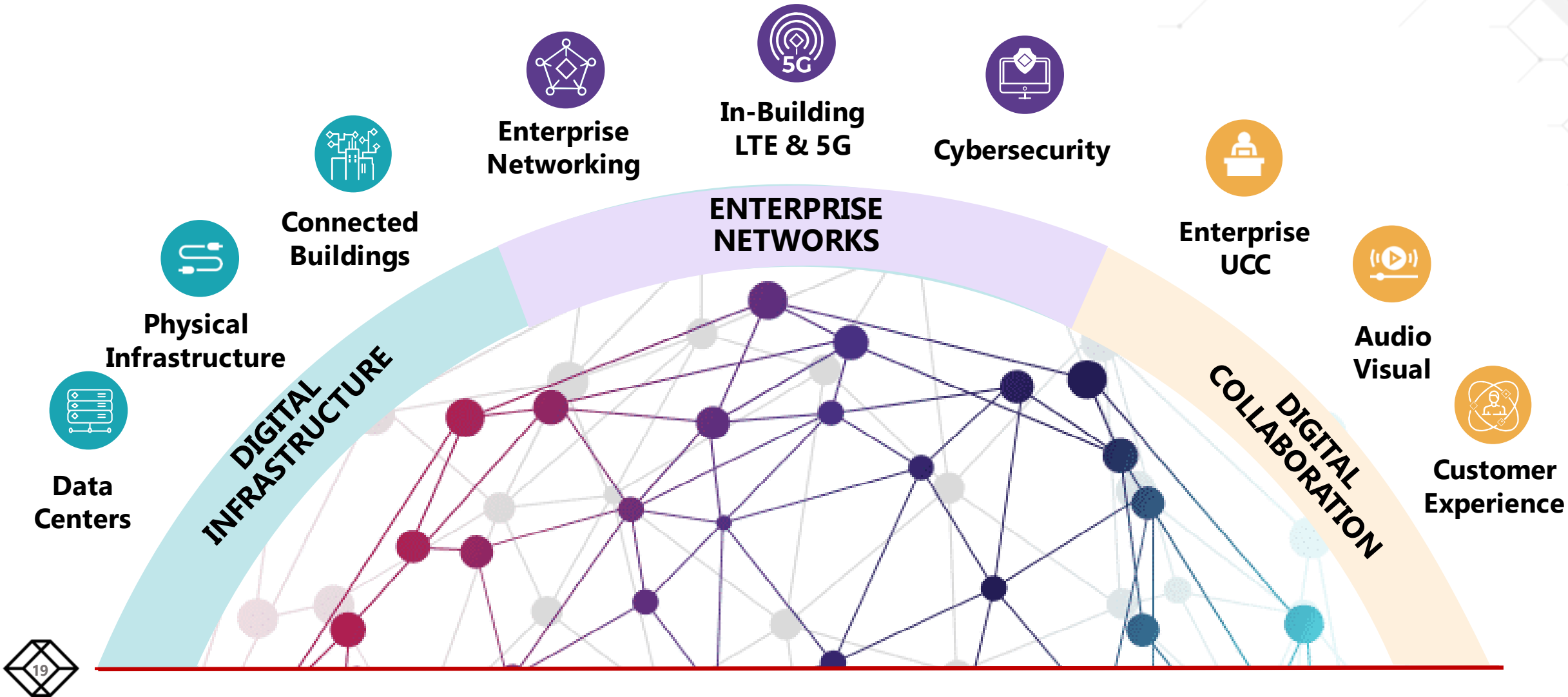


## **Technology Product Solutions**

- AV & KVM
- IoT
- Analytics & Control Solutions
- Network Infrastructure
- Support & Services

# Global Solutions Portfolio

## Global Solutions Integration





**Consulting  
& Design**



**Project &  
Deployment**



**Field &  
Dispatch  
Services**



**Custom  
Application  
Development**



**Success  
Management**



**Staff  
Augmentation**



**Support  
Services**



**Service  
Desk**

**PROFESSIONAL  
SERVICES**

**MANAGED  
SERVICES**

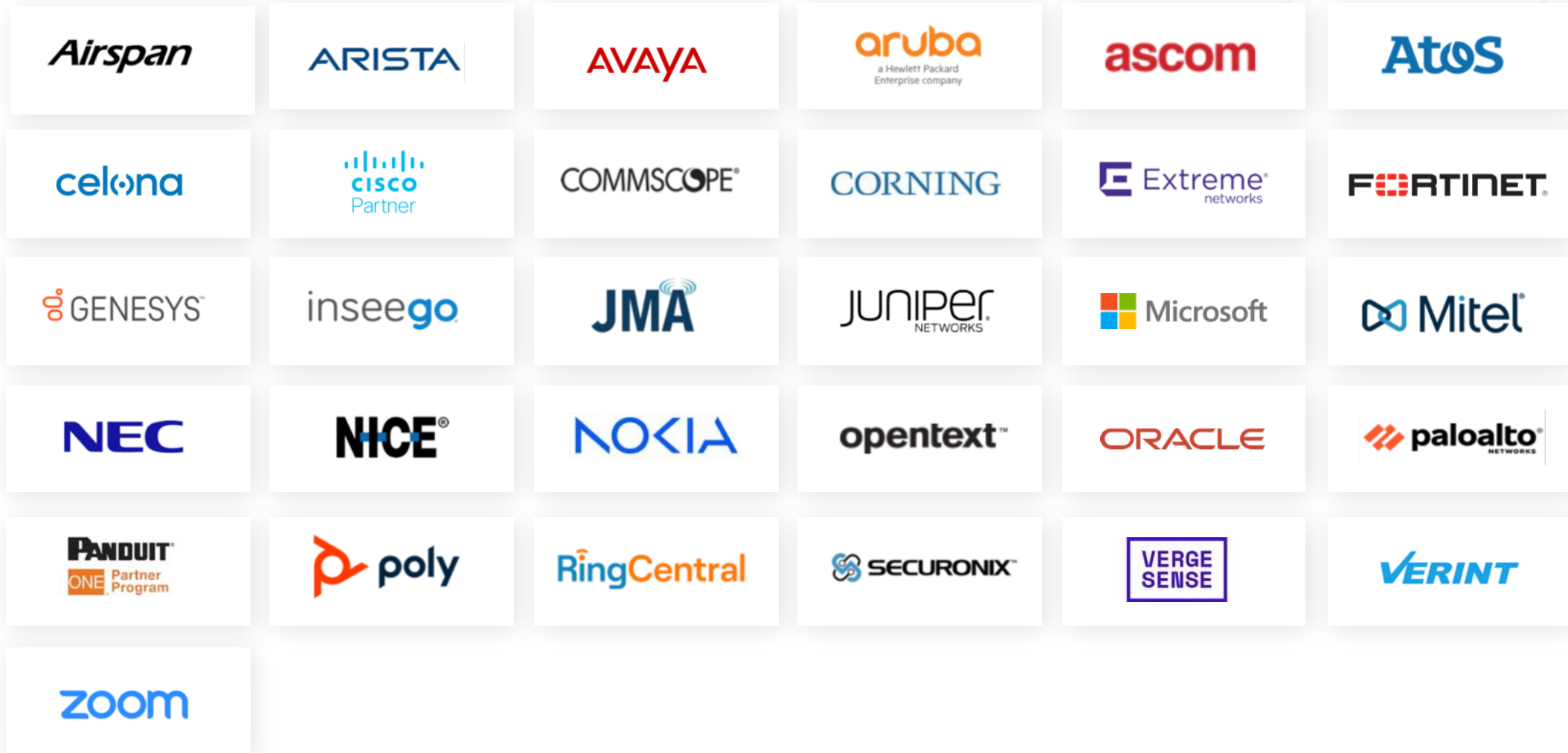
## **Global Support Services**

24/7/365 Global Response Centers (GRC)



# Furthering Digital Acceleration on **Strong Partnerships**

## Technology Partners





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Overview of  
**Technology Product Solutions Portfolio**

# Technology Product Solutions Portfolio

## Audio Video/IoT

### PRODUCTS

#### AV

Switching

Visualization

Desktop  
KVM

Enterprise  
KVM

Distribution

Signage/  
Video Walls

**Unified Control & Management**

#### IoT

Connected/Smart  
Buildings

Telemetry  
/Positioning

Sensors

Gateways

Sensors

Gateways

**IoT Analytics Software Platform**

Connectivity Products

Support & Professional Services

### SERVICES



#### Consulting

Tailored combinations of  
technologies and products



#### Factory Pre-Configuration

IT infrastructure, hardware  
and software setup and  
maintenance

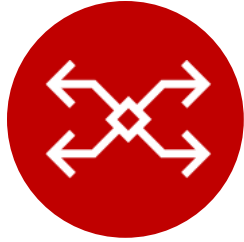


#### Support

Through all project and  
product lifecycle stages

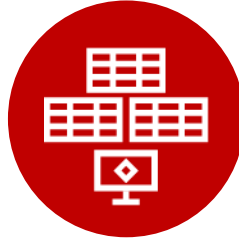


# What We Do



## AV Switching and Extension

Simplify signal management with reliable switching and extension equipment.



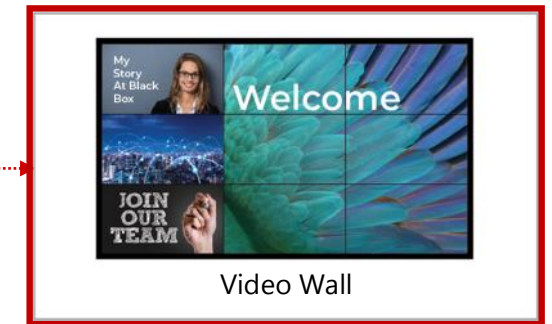
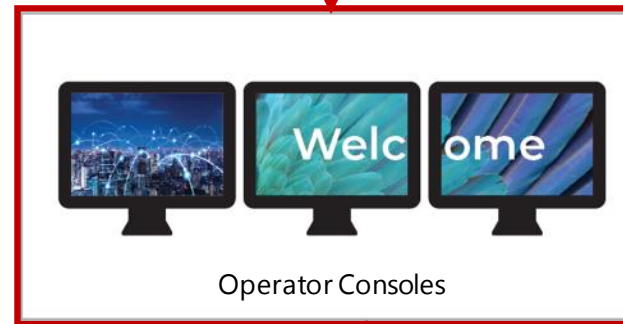
## Video Walls and Digital Signage

Make decisions from a common operating picture or shared display.



## IoT Monitoring, Sensors, and Gateways

Monitor your building, rooms, and equipment from anywhere, at any time.



# Furthering Digital Acceleration on Strong Partnerships

## Product Partners



Accu-Tech®

ANIXTER



CONVENA  
distribution



» DEVICE DEAL®



GraybaR®



INGRAM  
MICRO

JENNE®  
Cloud Services Brokerage  
Value-Added Distributor



MultiNet  
communications

NOVO



TD SYNnex

✓ TECHVALUE



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Business Benefits of  
**Our Digital Infrastructure**



# Forging Lasting Relationships Across the Business Continuum



## Technology

8 of the Fortune 100  
Tech Companies



## Healthcare

4 of the 6  
Largest Hospitals



## Manufacturing

7 of the 10 Largest  
Global Manufacturers



## Utilities

3 of the Fortune 50  
Largest US Utility Companies



## Broadcasting

7 of Forbes' Top 10  
US Broadcast Companies



## Retail

3 of the 6 Largest  
US Retailers



## Hospitality

The 3 HNN Largest  
Hotels in the World



## Banking

6 of Forbes' 10  
Largest US Banks

# Client Testimonials

## Signaling the Strength of our Engagements



Overall, the project was a huge success, and we've expanded on this model for other sports and the new NASCAR season. As a result, we'll be able to add more production elements into the show without adding too many more bodies on site. By expanding the use of KVM over IP technology, we're able to keep our production team safe while giving viewers at home a richer broadcast product."

**Kevin Callahan, Vice President of Field Operations and Engineering, Fox Sports**



Black Box was able to securely and rapidly modernize its contact center operations to meet high call volumes and support a remote workforce in the midst of COVID19. And cloud-based solutions are not just for emergencies. They offer government agencies improved flexibility and cost savings over old-school systems for the long haul."

**State & Local Government Account Manager, IT software**



The new KVM System integrated with the Shelf worked really well. Black Box continues to support us through our journey and ensures we're heading in the right direction. They've seen what works, and what doesn't – and that's really valuable."

**Contact Center Manager, New Zealand electricity generator and retailer**

# It's A Journey **We're Proud** Of Today and **Excited For Tomorrow**



The digital landscape is constantly changing, and every change is an opportunity. The need for creating digital infrastructure is at its peak at this present hour and Black Box is well-placed to take that crusade to the next level. Being constantly relevant to changing dynamics, and innovating new possibilities in infrastructure - Networks, Data Centers, Cybersecurity — we take pride in being the backbone of technology infrastructure that enterprises of tomorrow can rely on. We continue to grow at a faster pace as we fuel and accelerate our customer's business.

**Sanjeev Verma**  
President & CEO





# Think Digital Infrastructure

THINK

BLACK  X

## Talk To Us

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Solutions: +1 855-324-9909

[www.blackbox.com](http://www.blackbox.com)

