

Corporate Deck - MEA



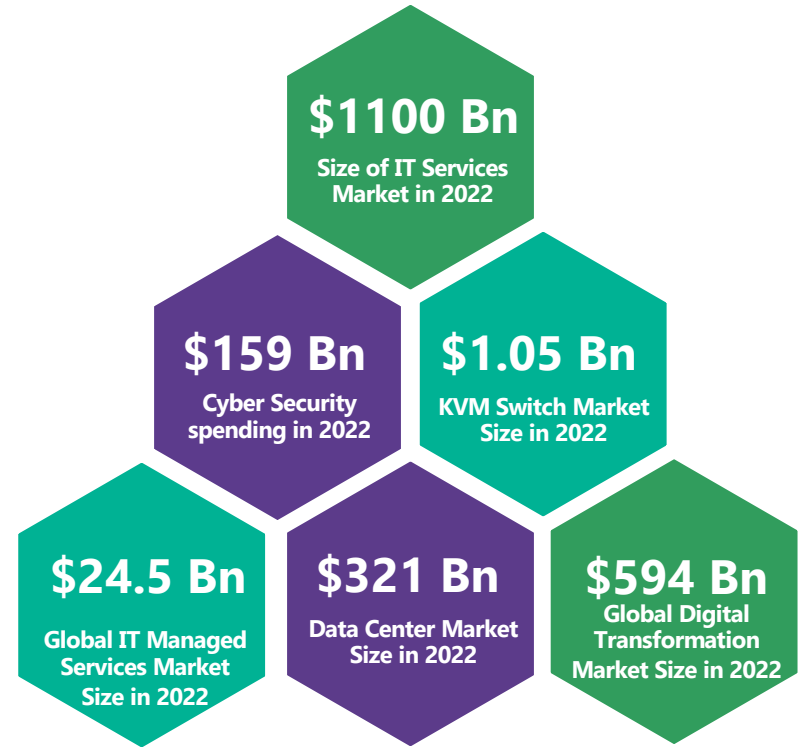
Today

Technology-driven world.

Technology has redefined the way we do business, making it more customer-oriented.

Technologies Today

- AI Foundation
- Intelligent Apps and Analytics
- Intelligent Things
- Digital Twin
- Cloud to the Edge
- Conversational Platforms
- Immersive Experience
- Cyber Security



Tomorrow

Emerging tech will be disruptive.

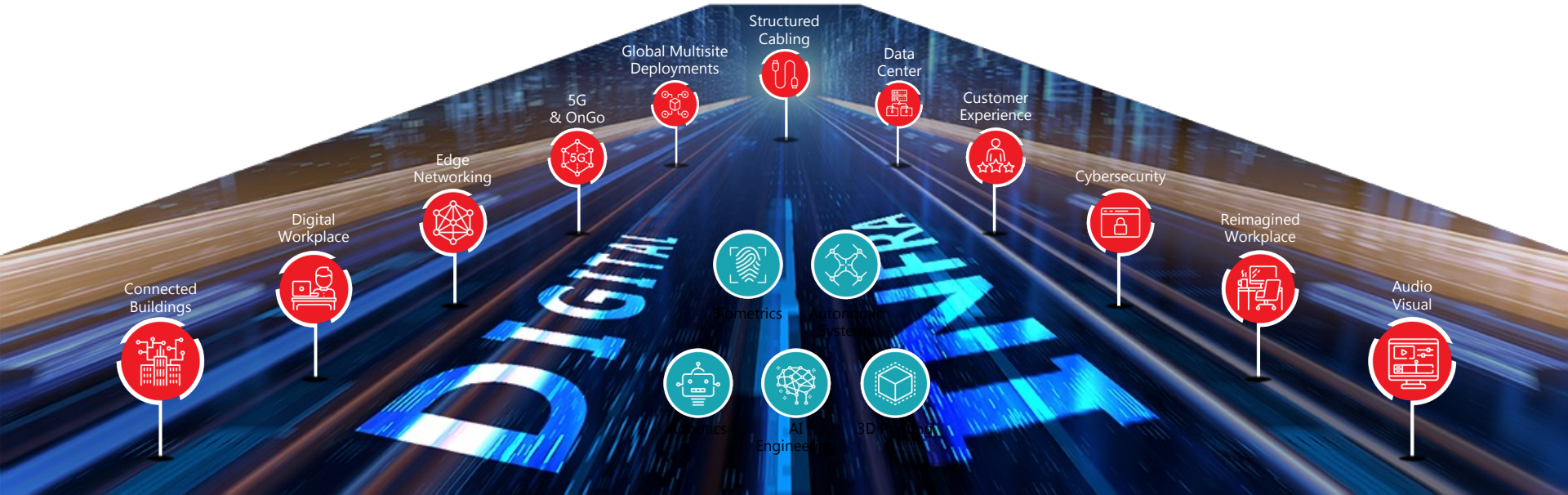
Delivering experiences on the customer's fingertips will be vital.

Technologies Sought Tomorrow

- Hyper-automation
- Cyber Security Mesh
- AI Engineering
- Privacy-Enhancing Computation
- Distributed Enterprise
- Decision Intelligence
- Generative AI
- Cloud-Native Platforms
- Total Experience
- Autonomic Systems



IT Has Evolved As A Catalyst For Business Impact



BUSINESSES



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.



A Snapshot



35+

Presence in Countries



30+

Global Technology
Partnerships



5,000+

Active Client Locations
Served On-Site



75

Delivery & Support Centers
Across 6 Continents



3,800+

Global
Representatives



4,000+

Certifications



250+

Fortune 500 Clients



8,000+

Global Customers

- ◆ **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**



Black Box MEA Team

Local Accountability and Authority



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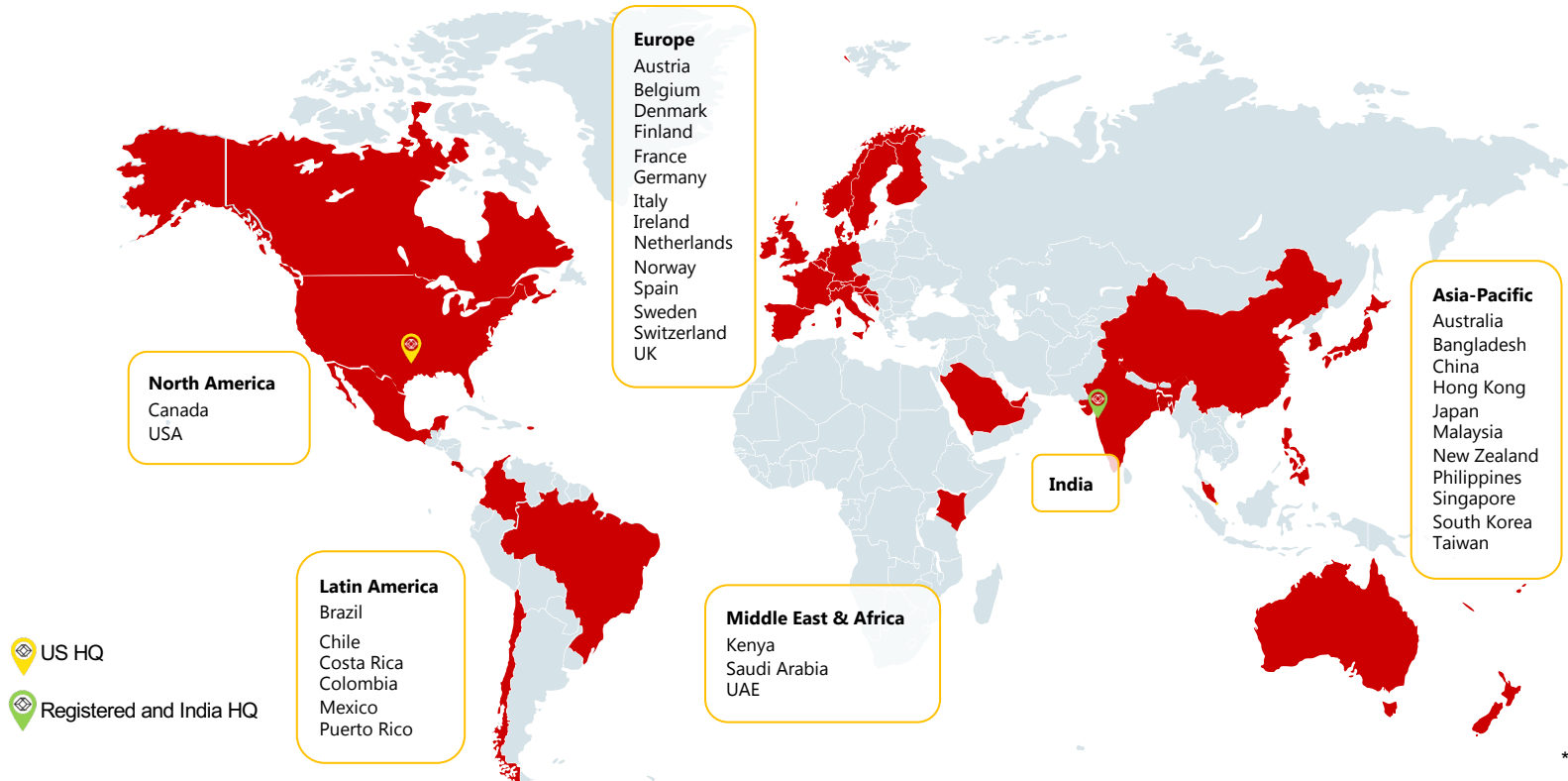
Ajay Modi

AVP Services - MEA
+971 52 905 5384
Ajay.Modi@blackbox.com



Global Footprint*

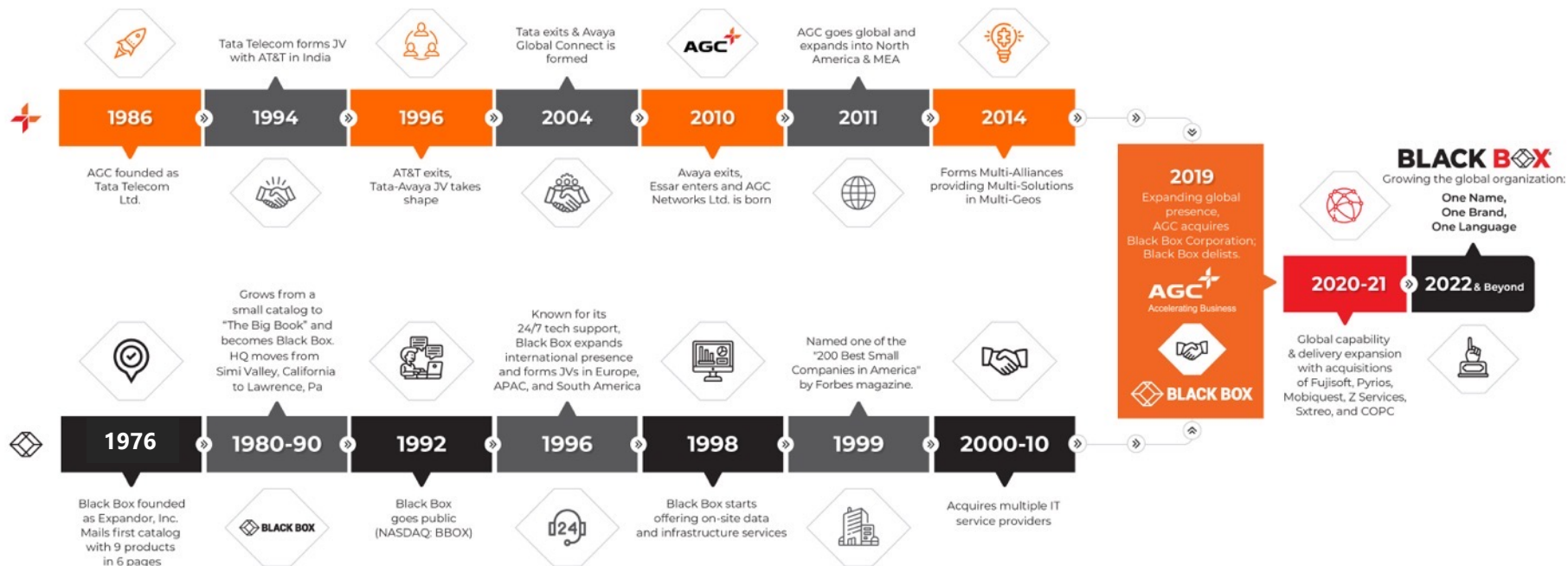
Seamlessly transforming technology across enterprises economically, uniformly, and with scale at a global level



*Black Box Offices



Moving Forward as ONE



Our Approach

The Roadmap to Technology Integration



Relevance

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



Relationships

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



Results

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



Black Box Portfolio

Solutions, Services, and Products

Global Solutions Integration

- Connected Buildings
- Digital Workplace
- Customer Experience
- Data Centers
- Enterprise Networking
- Cyber Security

Xcelerate Services

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

Technology Products Solutions

- KVM
- IoT
- Audio Video
- Infrastructure
- Networking
- Cables



Global Solutions Integration

Differentiated Global Solutions Integrator That Accelerates Business Outcomes



Differentiated
Solutions



Strategic
Partnerships



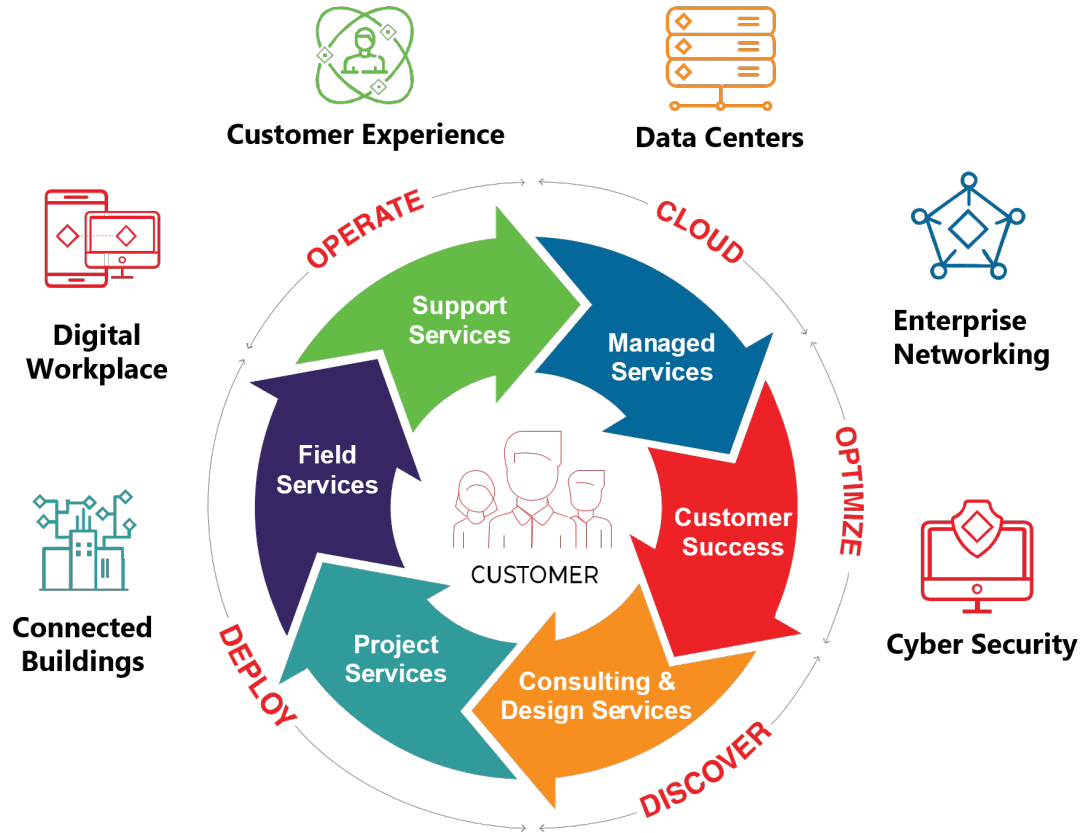
Global
Reach



Local
Execution



GSI Portfolio



Connected Buildings



Global Multisite
Deployments



Structured Cabling



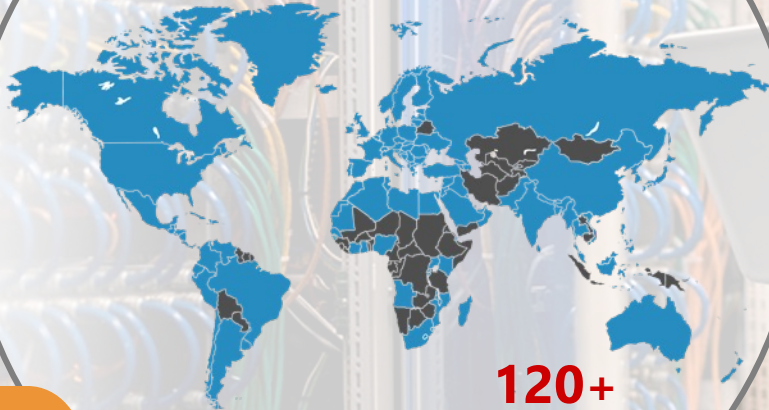
Audio Video
Solutions



Deployment
of IoT Devices



1,500
PROJECTS PER MONTH



100s
OF SITES PER NIGHT

120+
COUNTRIES



Digital Workplace



IT Management



Reimagined Workplace



Hybrid Workplace



UC / UCaaS
(Public/Private)



Premise to Cloud
Upgrade



PHONE



COLLABORATION

**MANAGED
SERVICES**



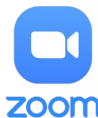
FILE SHARING



VIDEO
CONFERENCING

APPLICATIONS

AVAYA



citrix

vmware

paloalto
NETWORKS

Global CX Approach

Guidance, Platforms, Success



Omnichannel Experience



Resilient Staffing Solutions



Digital First / AI



Agent Engagement

CX Service Journey evaluation with executable roadmaps simplifies & accelerates business transformation

Fully Integrated Digital First/AI technology transforms CX beyond CCaaS into an Omnichannel solution

Custom Application Services, Global Response Centers, PS, MS, and CSM options ensure continuous improvement

AVAYA



NICE®

CALABRIO™

VERINT

GENESYS

copc



Data Centers



Data Center Build



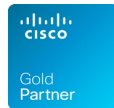
Outside Plant Build








DC Operations



Hyperscale, Colocation,
Edge, and Enterprise










Enterprise Networking

- ✓ SD-WAN 
- ✓ Wi-Fi 6 
- ✓ Security 
- ✓ Core Routing & Switching 
- ✓ WiFi as a Service (WaaS) 



Cyber Security

Outcome based | Complete lifecycle services | Tailored to clients' needs | Best of the breed technologies | Cost effective

- ✓ Advisory and GRC 
- ✓ Cloud Security 
- ✓ Managed XDR 
- ✓ OT & IoT Security 
- ✓ Infrastructure and Data Security 
- ✓ Application Security 
- ✓ Identity and Access Management 

Consulting Services

System Integration Services

Managed Services

censornet.

Fidelis
Cybersecurity

 **TitanHQ**


CLOUDI-FI



Strong Relationship with Global Tech Partners

Supporting IT Innovation Together



Technology Competencies & Partnership Level

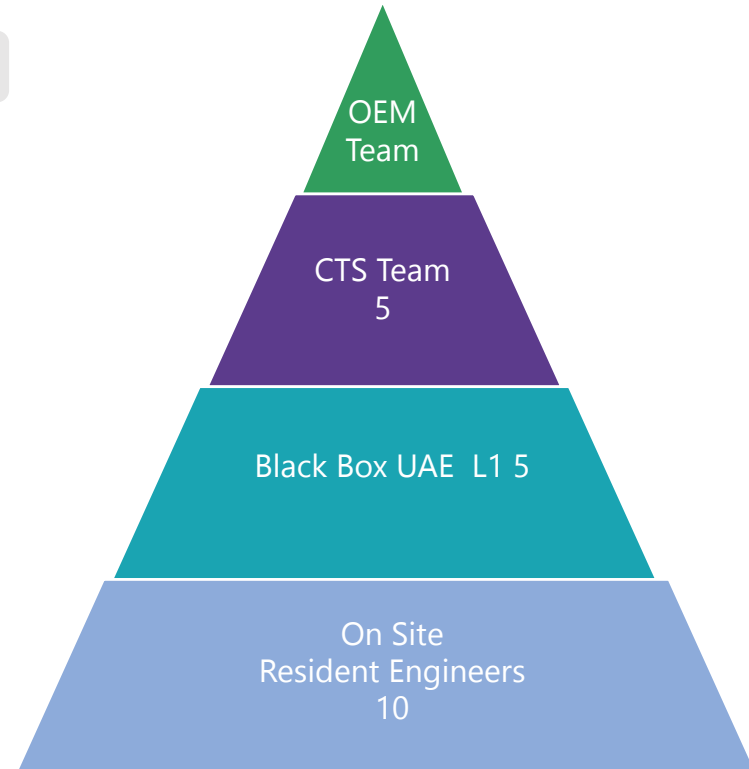
OEM	SEGMENTS	SKILLS	CERTIFICATIONS	PARTNERSHIP LEVEL
CISCO	COLLABORATION, NETWORKING, DATA CENTER, SECURITY	6	20	GOLD
HPE	DATACENTER, NETWORK	5	0	BUSINESS PARTNER
NUTANIX	Hyperconverged	2	1	CLOUD CHAMPION
PURESTORAGE	STORAGE	1	0	REGISTERED
NETAPP	STORAGE AND HCI	1	0	GOLD
MICROSOFT	INFRASTRUCTURE (AZURE), MODERN WORKSPACE,	8	2	SOLUTIONS PARTNER MODERN WORK - SMB
FORTINET	FIREWALL /SWITCING	4	2	SILVER
AVAYA	CORE/ APPS, IPO, CC, SBC	4	0	DIAMOND
EXAGRID	BACKUP STORAGE	1	0	PREMIUM
BARRACUDA	FIREWALL	3	0	REGISTERED
PALO ALTO	FIREWALL	3	3	INNOVATOR
DELL EMC	DATACENTER	5	0	SOLUTION PROVIDER - AUTHORIZED
VEEAM	BACKUP SOFTWARE	6	0	SILVER
ACRONIS	BACKUP SOFTWARE	6	2	SILVER
SONICWALL	FIREWALL	4	2	REGISTERED
SOPHOS	FIREWALL	4	0	REGISTERED
VMWARE	INFRASTRUCTURE, VIRTUALISATION	4	0	ADVANCED
CITRIX	Virtual Apps and desktops	3	0	SILVER
POLY	VIDEO CONF	3	0	AUTHORISE
CRESTRON	AV / BRI	2	0	AUTHORIZED



Skill Matrix

Overall

Platform / Solution	Skills	Customer Base
Avaya	4	30
Cisco	6	100
Data centre	5	80
Nutanix	2	10
Fortinet	4	10
Modern Workspace	8	80
Audio Video	3	20
CCTV & Security	5	25
Cloud	3	50
Managed Services-Onsite	10	10



Technology Competencies & Partnership Level

Secure & Connected Enterprises

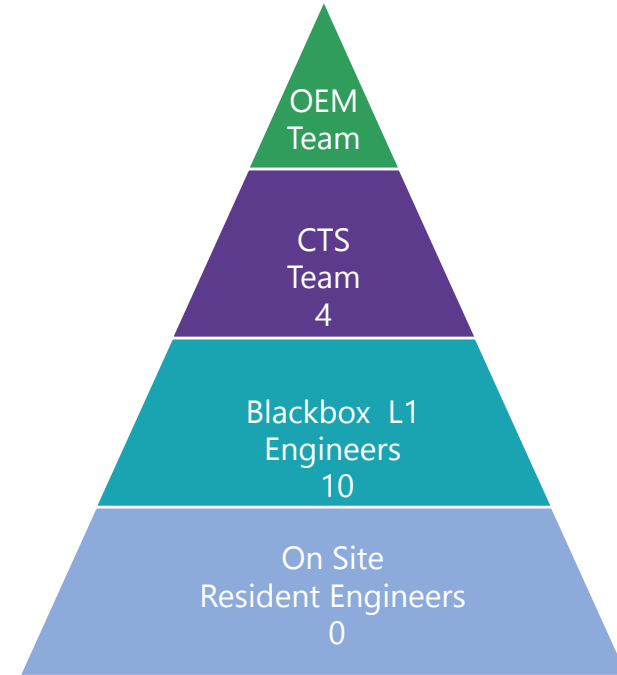
OEM	SEGMENTS	SKILLS	CERTIFICATIONS	PARTNERSHIP LEVEL
BOSCH	CCTV / ACS / PAS / FAS	4	2	BUSINESS PARTNER
AXIS	CCTV / ACS / PAS	3	0	BUSINESS PARTNER
HANWHA	CCTV	4	3	AUTHORIZED
HONEYWELL	CCTV / ACS / PAS / FAS / BMS	3	0	BUSINESS PARTNER
HIKVISION	CCTV / ACS	7	4	AUTHORIZED
CP-PLUS	CCTV	4	0	BUSINESS PARTNER
DAHUA	CCTV	7	0	AUTHORIZED
MILESTONE	CCTV	3	0	BUSINESS PARTNER
SUPREMA	ACS	5	3	AUTHORIZED
BELDEN	ELV- SC	7	2	AUTHORIZED
POLYCOM	AV/VC	3	1	AUTHORIZED
CRESTRON	ELV/HA/AV	2	1	AUTHORIZED
LEVITON	ELV- SC	7	1	AUTHORIZED
PANDUIT	ELV- SC	7	1	AUTHORIZED
SYSTIMAX	ELV- SC	7	2	AUTHORIZED
D-LINK	ELV- SC	7	2	AUTHORIZED



Skill Matrix

Secure & Connected Enterprises

Platform / Solution	Skills	Customer Base
Bosch	4	1
Axis	3	1
Hanwha	4	30
Honeywell	3	1
Hikvision	7	10
CP Plus	4	10
Dahua	7	1
Milestone	3	1
Suprema	5	50
Belden	7	5
Leviton	3	2
Panduit	7	15
Systemax	7	2
Dlink	7	20



Technology Competencies & Partnership Level

Audio / Video

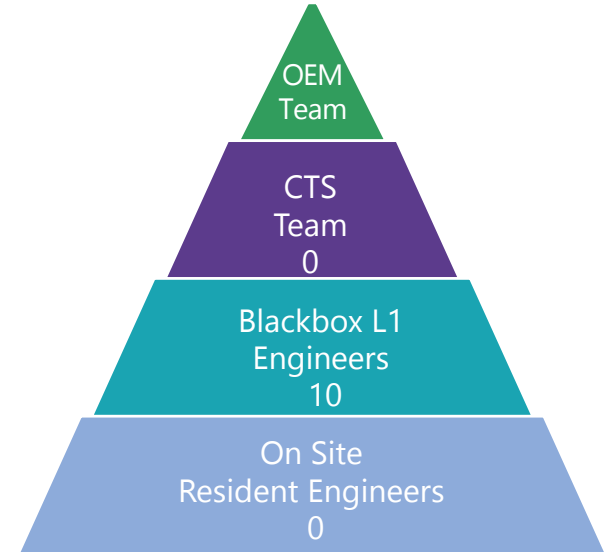
OEM	SEGMENTS	SKILLS	CERTIFICATIONS	PARTNERSHIP LEVEL
Poly	VIDEO CONF	2	0	SILVER
Crestron	AV / MTR	2	1	Authorized Partner
Logitech	AV	3	0	Authorized Partner
Extron	AV	2	0	Authorized Partner
AMX	AV	2	0	Authorized Partner



Skill Matrix

Audio / Video

Platform / Solution	Skills	Customer Base
Poly	2	15
Crestron	2	3
Logitech	3	20
Extron	2	10
AMX	2	10



Digital Applications 2022



Digital Applications

OEM Stack



Omni Channel CC

AVAYA  GENESYS™

Anywhere**365** 



Web Customer
Service/Conv. AI
(Audio, Video &
Collaboration, BoTs)

 eudata



Google/AWS/Azure

 **aws** 



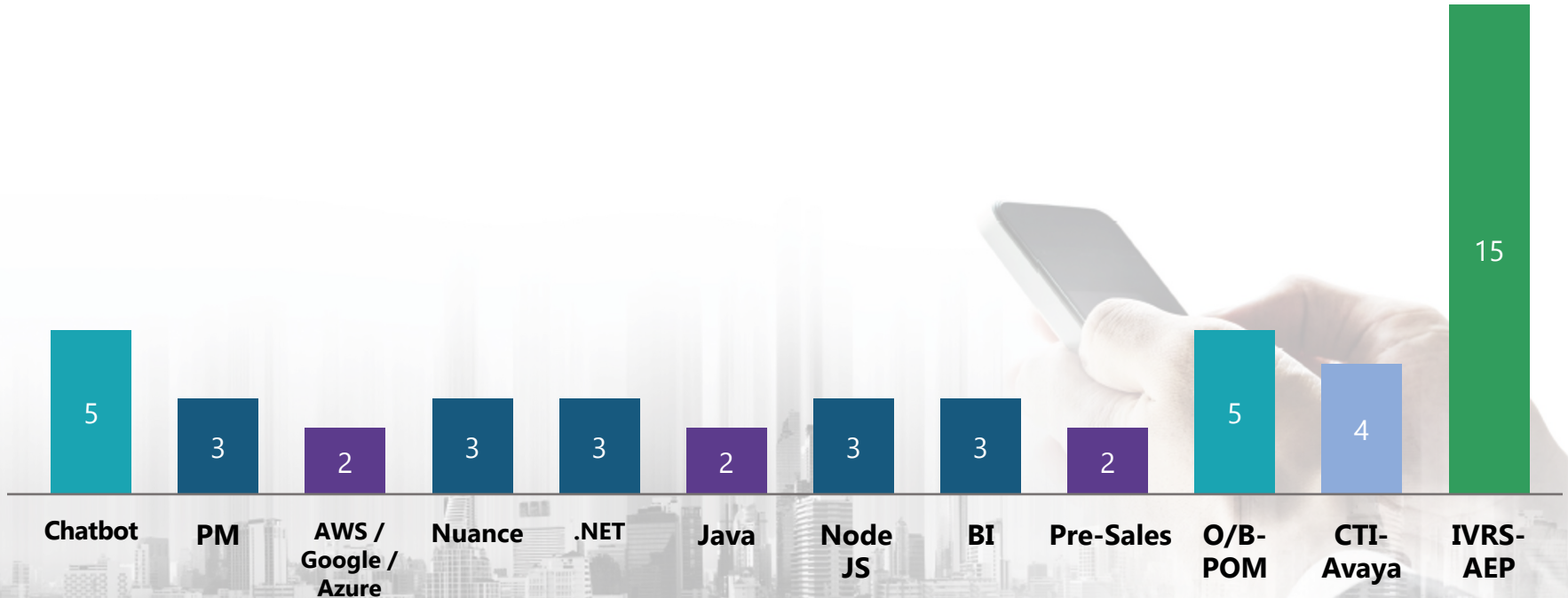
CTI CRM Integration Adapter

AMC TECHNOLOGY 



Skill Matrix

Digital Apps



Technology Products Solutions

Driving Innovation Through Human-Centric Technology Solutions



State-of-the-art
R&D incubation centers



24/7 pre- and post-sales
technical support



Network of technical
experts across the globe



Professionally
equipped demonstration
and training centers



Technology Products Solutions Portfolio



KVM

- Extenders
- KVM Manager
- LCD Console Trays
- Matrix Systems
- Multiviewers
- Secure
- Single-User Switches
- Accessories



IoT

- BLE Beacons & ID Cards
- Connected Buildings
- Container Tracking
- GPS Personal Tracking
- Gateways & Data Acquisition
- Smart Sensors
- IoT Software Platform



Audio Video

- Adapters
- AV-over-IP
- Control Systems
- Converters
- Digital Signage
- Room Schedulers
- Extenders
- Repeaters
- Scalers
- Splitters
- Switchers
- Video Walls



Infrastructure

- Accessories
- Cabinets
- Lockers
- Power
- Racks
- Testers
- Tools
- Cooling



Networking

- Console Servers
- Device Servers
- Ethernet Extenders
- Ethernet Switches
- Media Converters
- Power over Ethernet (PoE)
- SFP Transceivers
- Wireless
- Docks/Hubs



Cables

- AV Cables
- Cable Management
- Coaxial
- Active Optical
- Serial
- Network Copper
- Network Fiber Optics
- USB Cables



Product Partners

Leveraging our Relationships with Global Distributors



*All logos are the property of the respective owners.

Entrenched Customer Relationship

Empowering enterprises through cutting-edge technology solutions and world-class consulting services



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





Customers & Use Cases







Consultative Approach

- Identify the customer's
 - core business issues and goals
 - problem and recommend solutions
- Devise a solution to solve customer's specific problem
- Ascertain and clearly define the business value to the customer associated to solving these problems
- Provide an informative implementation plan to decision makers



Case Study – Networking





Attained an easy-to-manage, scale-out compute and storage infrastructure with NDFS

 <h3>The Client</h3> <p>A leading importer, wholesaler, agent, distributor and supplier of varied equipment, materials and tools in the Kingdom of Saudi Arabia.</p>	 <h3>The Challenge</h3> <ul style="list-style-type: none">• Infrastructure solution• Data centre management• Support End points	 <h3>The Solution</h3> <ul style="list-style-type: none">• Nutanix Distributed File System• Advanced NAS• Unified storage	 <h3>Benefits</h3> <ul style="list-style-type: none">• High-performance scale-out architecture• Supports industry-leading data management features
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Case Study – Networking





Facilitate the next-generation learning experiences with the guarantee of consistent bandwidth and 99.99% availability to BITS Dubai Campus

 The Client	 The Challenge	 The Solution	 Benefits
<p>A premier independent Indian University that has 3 campuses in India at Pilani, Goa, Hyderabad and its first overseas campus in Dubai</p>	<ul style="list-style-type: none">• Interconnect its Dubai Campus to India Network• Ensure a Great Immersive Video Experience• Guarantee of consistent bandwidth	<ul style="list-style-type: none">• Deploying the Cisco Telepresence Integrator C90 Solution• Redesigned the designated Immersive Telepresence Room• Redesign of an auditorium	<ul style="list-style-type: none">• Partner Custom Connect• Enabled collaboration efficiently within and beyond the campus



Case Study – Networking





Implemented VDI on VMware Horizon View and Nutanix

 <h2>The Client</h2> <p>The cornerstone of health care in the Eastern Region of the Emirate of Abu Dhabi and holds a Unique bond of trust with the peoples of this region.</p>	 <h2>The Challenge</h2> <ul style="list-style-type: none">• Desktop consistency• Heavy IO for VDI• Increased cost and complexity	 <h2>The Solution</h2> <ul style="list-style-type: none">• VDI solution• Quick sign-on• Optimized performance & availability	 <h2>Benefits</h2> <ul style="list-style-type: none">• Reduce physical server count• Reduced power and cooling costs• Seamless connection
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Case Study – Networking

Cisco Telepresence solutions enable Individual access to health solutions

 The Client	 The Challenge	 The Solution	 Benefits
<p>A leading company for innovative and top-quality high-tech products in healthcare, life science and performance materials. Around 39,000 employees work in 66 countries to improve the quality of life for patients and to help meet global challenges.</p>	<ul style="list-style-type: none">• Increasing travel• Slow treatment delivery• Declining quality of care• Increasing travel• Lost productivity	<ul style="list-style-type: none">• Additional Global Presence• Group & Individual Collaboration• Remote Access	<ul style="list-style-type: none">• Provide training• Attend updates• Reduce travelling



Our Credibility

Is Best Answered by Our Clients



I would like to thank the Black Box team for the support/services provided with respect to the infrastructure deployed in our premises. We really thank Black Box for having trained such an excellent team having an enthusiastic attitude & we always feel nice working with them.



I would like to thank the Black Box team for the support/services provided with respect to the infrastructure deployed in our premises. We appreciate that Black Box has such an excellent team with an enthusiastic attitude & always feel nice working with them. Special mention of Black Box engineers Meetpal & Amit. They provided brilliant support at all times especially during our VM Pro issue recently



We would like to express our sincere appreciation for the services rendered by team of Black Box.



The services rendered by Black Box for Avaya CM, AAM, SM and SMGR project were excellent. We appreciate the effort, dedication and hard work of your team



Black Box support has been extending a great support for our Avaya development at HCL BSERV. Their support team has been extremely responsive and approachable during the time of need and promptly resolved all our concerns. Their unwavering support, passion and commitment to provide excellent customer service are highly appreciated. We look forward to doing more business with Black Box. Special thanks to Virender and team who are very responsive & responsible towards our implicit and obvious needs. Keep up the good work.



I would like to convey and put on record our sincere appreciation to Pradipta of Black Box for his dedicated and effective service support for operation and maintenance of Gigabit Ethernet Network.



Our Credibility

Is Best Answered by Our Clients



"We needed a partner that we felt we could work with; individuals who would be partners as opposed to a traditional client/supplier relationship. Black Box's commitment to delivering a world-class facility is evident in their work from Design to Delivery. Black Box delivered on all counts."



"I just want you to know how impressed we have been with your responsiveness. I am very pleased with the service. Black Box LLC is knowledgeable, professional, and responsible."



Leighton

"Black Box has always been the preferred IT vendor for Leighton Offshore. They have been helping us to support the IT infrastructure. I would strongly recommend them for other companies."



"We are really overwhelmed with the Managed Services provided by Black Box. They ensure we get rapid IT response and help us focus on our core business."



"Black Box understood our project immediately and provided details of plans and costs to fit my budget. I have rarely had the opportunity to work with such a positive and capable organization."



"The IT infrastructure solution Black Box has offered for our business center was relevant, reliable, and efficient. Very professional team and impeccable technical knowledge!"



Awards

Exemplifying our Commitment towards Excellence

2022

- ❖ Top choice in the Disability Equality Index® Best Place to Work for Disability Inclusion (USA)
- ❖ Juniper - MIST-AIDE Partner of the Year (India)
- ❖ Juniper - Enterprise Partner of the Year (India)
- ❖ Verint - Partner Excellence Award (India)
- ❖ CommScope - 'Focus on Training' Award (USA)
- ❖ Silver Stevie Award Winner Customer Service Team of the Year (USA)
- ❖ Avaya - Subscription Partner of the Year (India)
- ❖ Silver award for Best Booth at Automation Expo'22 (USA)
- ❖ LG Business Solutions - Preferred Partner award (India)

2021

- ❖ Avaya OneCloud Subscription Partner of the Year – APAC (India)
- ❖ 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)
- ❖ Yotta – The Golden Circle Partner Excellence Award (India)
- ❖ VAR, India - Eminent Value-Added Reseller Award (India)

2020

- ❖ Avaya International Theatre Partner of the Year (India)
- ❖ 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



Customer Driven

We are equipped, certified, and driven towards the customer organization. Our capabilities span vendors and technologies that help us support our customers needs.

Our quality management and professional services provide unmatched credibility and capability to serve demanding customers.



Global Support

- ◆ Customer Experience Center (CEC)
- ◆ Global Network Operation Center (G-NoC)
- ◆ Global Security Operation Center (G-SoC)
across Pittsburgh, Dallas, Mumbai & Bengaluru



Continuous Innovation

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



BLACK BOX[®]

Accelerating Customer Success In An Ever-Changing Digital World

LET'S CONNECT



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