



CCIntegration

going BEYOND the expected



thinking **OUTSIDE** the box



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CCIntegration

CCIntegration (CCI) was established in 1985 and has been supporting the design, manufacturing, global logistics and life cycle of our software partners' hardware-based solutions ever since. With production facilities in **San Jose, CA** and **Nijmegen, The Netherlands** we support the global needs of established companies and help start-ups scale over their early-stage development.

We handle the hardware so you can focus on your software IP. Get to market quickly with dedicated engineering and project management teams—backed by top-level partnerships with innovative tier-one technology vendors. Our proven methodology and expertise help you every step of the way. We're constantly striving to reduce cycle times, and help you bring your application to the world quickly and correctly.

Accelerating deployment of your solution. At CCI, we ensure that your software application is integrated with a platform that meets the deployment requirements of your IP and provides guaranteed performance right out of the box. But we do far more than put your software in a box. CCI can improve on the manufacturer's quality to make your first impression the best one—every time, everywhere. Simply put, we make business happen.

Growing your business. Better, faster hardware integration is just the start. CCI works with every client to uncover new efficiencies that increase revenue and profitability, while our logistics expertise removes barriers to scaling your business by deploying your solutions to new geographies securely and confidently.

Services at a Glance



Design



System Platform/
Appliance



Rack Integration



Engineering
Services



Inventory
Management



Global Logistics



Product Lifecycle
Management



Refurbishment
Services



Asset Retirement
and Recycling

SERVICES DESIGN

Platform selection

Our engineers use a collaborative onboarding process to determine the platform configuration elements that best address the performance needs of your application. Once the platform is identified, we provide system hardware to test and optimize the software application. We then load and test your image via our automated deployment system, TA|ON ("Talon").



Branding

Most of our customers go to market with a hardware platform that is branded with their specific logos and model designations. Our branding services typically include customization across 3 main elements:



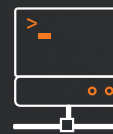
Bezel

Customers can choose from a variety of existing standardized bezels, or our customization team can design a unique bezel to meet your branding requirements, based on your artwork and color choices.



Packaging

For custom-branded packaging, simply provide your company logo images and specifications. Our customization team will produce test samples that meet your requirements and ship the solution in your custom-branded packaging.



ID module

System hardware is configured to have the OEM's logo displayed at power-on/boot. Our customization team can modify the BIOS and ID Module to ensure that your branding is complete across all the elements of the system.

SERVICES

SYSTEM PLATFORM/APPLIANCE

After completion of platform selection, branding and any additional customization requirements, we will provide a First Article of the solution based on the Statement of Work (SoW). Our engineers document the build, software imaging and quality control (QA) processes necessary to reliably produce a quality product based on your specifications.

Upon your approval of the First Article unit/solution, we load the Bill of Material (BOM) and procedures into our Enterprise Resource Planning (ERP) system and your product is ready to be manufactured.



Our factory technicians are trained extensively with your build's individual platform and manufacturing process, from all integration activity to the final QA tasks. For added quality assurance, much of the process is automated using our proprietary build system, TA|ON ("Talon")—especially in areas/procedures that might be sources of human error such as repetitive manual data entry.

SERVICES

RACK INTEGRATION

The solutions we provide run the gamut from individual appliance servers to fully integrated rack solutions. Our rack integration services include a more complex design process where we identify, design and produce an entire purpose-built system in a rack. These racks are shipped complete in a custom crate and arrive onsite ready for turnkey deployment.

Typical components within a rack solution

Network Switches

Compute Elements/Nodes (Servers)

Storage Elements (DAS/NAS/SAN Arrays)

Keyboard-Video-Mouse Switch (KVM)

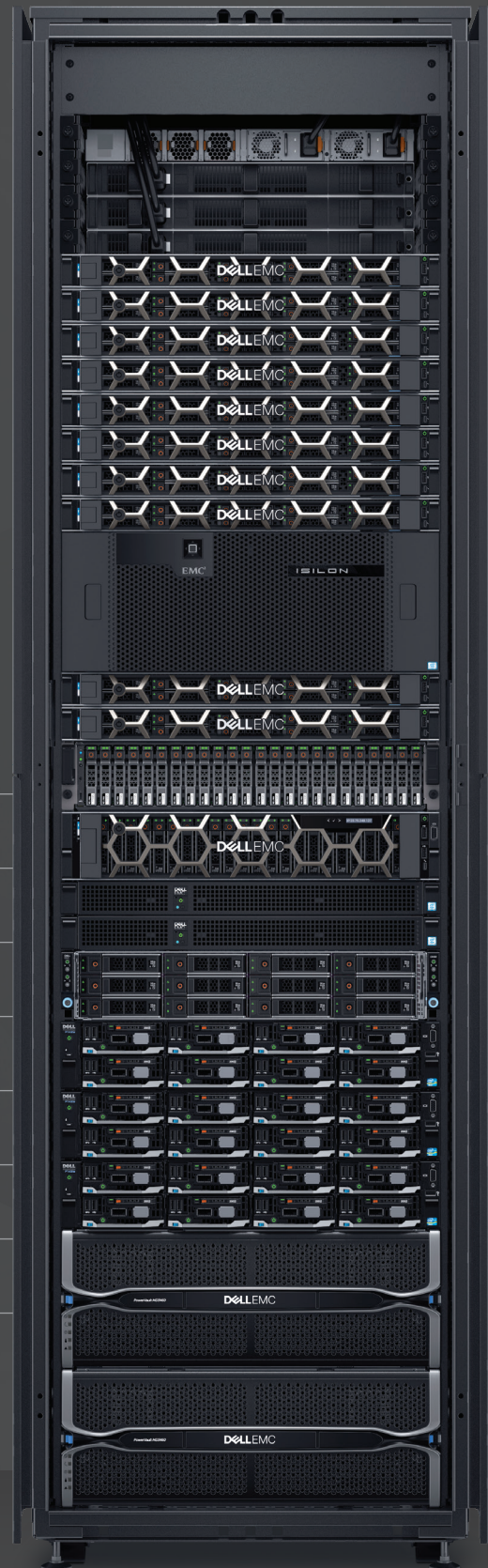
Cabling Design and Component Integration

Rack Cabinet Style and Size

Power Distribution Unit (PDU)

Uninterruptible Power Supply (UPS)

Custom Shipping Crate



SERVICES

ENGINEERING

If you are a software-centric company, CCI can offer hardware engineering resources to help you get a cost-optimized, better-performing product into your customers' hands faster. Both reliability and speed-to-market are key factors for success in delivering a complete, purpose-built solution—let CCI's added services sharpen your competitive edge with efficient and effective quality assurance processes that include:

Platform Validation

CCI offers deep expertise to help you select the best hardware/platform for your product. We can help determine which architecture is not only right for your purposes, but will give you a competitive advantage in your market. Most importantly, we do this with a keen eye for cost optimization. By determining your unique needs, such as whether your product is CPU-intensive or memory-intensive, we can propose alternative configurations that hit benchmarks while saving money. We also manage regulatory compliance for all the hardware components used in your solution.

The design of your system is only the beginning—we also support your ongoing success with exceptional life cycle management. Because of our close relationships with technology providers throughout the industry, we are able to closely monitor drive, processor and other component changes and platform updates. This ensures both consistency and stability for the life of your appliance, no matter how the hardware evolves. Finally, CCI will qualify new technology as it emerges, allowing you to continuously improve your competitive edge.

System Test and Validation

Once platform validation is complete, CCI can marry your IP with the hardware to create the appliance that meets your performance requirements. While many integrators approach this type of customer application platform validation as an outsourcing task, we strive to be an extension of a customer's team. Consider us part of your hardware engineering department—we're not down the hall, but we're just a phone call away.

With comparative testing of component options, we can prove out the theoretical to validate and confirm any choices made to lower costs. CCI also provides regression testing against old platforms and can use these techniques to quickly discover problems with new firmware or hardware so that any conflicts that arise cause little to no delay in shipping.

A final part of the validation process is package design and drop testing. In many cases, we have come up with new packaging designs for customers to ensure that their solutions get to their end users in perfect working condition. In addition, CCI can manage every aspect of the regulatory process or regulatory testing.

Performance Testing

Performance testing offers a variety of important benefits. Application workload testing can reveal how your product performs under real-world conditions; for example, CCI can set up a virtual environment with multiple clients hitting a storage array or working against a network security product.

We test both system throughput and the growing area of drive rebuild times. As drives have gotten bigger, rebuild times have gotten longer—and having a drive fail during a rebuild can be very problematic.

One additional area of performance testing that CCI provides centers around end-user experience. The product is sent to CCI and the CCI testing team performs an out-of-box audit to validate that every deployment will be a first-class experience.

Build and Deployment Automation

Because CCI automates significant parts of the build process using TA|ON (“Talon”), our propriety platform, we can get more systems through the factories in less time—enabling you to scale your business more quickly. TA|ON makes this possible by providing:

- Automated scripting for software loads and configuration management
- Data capture of internal components and serial numbers
- Data storage in a CCI database for historical life cycle management review
- Data capture to assure system configuration and components conform to the customer’s statement of work

We handle all aspects of image management, from image creation in any format to revision control and deployment as your applications evolve.



CCI also offers SecureLink for loading sensitive or secure IP that cannot be handled by others. SecureLink provides direct access to the production target via a VPN tunnel.

Finally, CCI offers turnkey deployment of fully integrated, purpose-built racks. Rather than send components individually, we pre-rack all components, deploy the operating environment and applications, and prepare and configure the system for rapid onsite deployment. This reduces customer costs, because instead of an engineer having to be sent to the site to deploy the system and get it running, data center staff can simply roll the equipment into place, plug it in, assign that IP address and turn over remote control.

SERVICES

INVENTORY MANAGEMENT

The positioning of inventory at CCIntegration on your behalf is predicated upon the fulfillment Service Level Agreement (SLA) between your company and CCI. Inventory we position for you is always viewable in real time via our web portal.

Many of our customers require same-day or next-day shipment. To meet these requirements, we must position inventory on-site based upon the customer-provided sales forecast to ensure compliance with their fulfillment SLA.

Our Delivery on Demand (DoD) program can offer you off-site raw inventory from our suppliers that provides readily available safety stock for those times when your sales demand exceeds your sales forecast.


Finished Goods Inventory (FGI), product ready to ship at a moment's notice, can be positioned at any of our facilities to assure minimum turnaround time on orders, allowing you to meet your month-end demand requirements.

In addition, customers often provide their clients with evaluation systems to validate the solution before purchase. CCI can handle the outbound management of Evaluation (POC) Inventory, RMA return and refurbishment services for your next POC deployment.

SERVICES

GLOBAL LOGISTICS

Clients are often overwhelmed by the task of managing global logistics and the associated country customs and regulatory processes and managing global logistics is a critical value that we deliver to customers. **We are your trusted partner, ensuring that this complex process is expertly performed by our experienced global operations team.**



*Nijmegen,
The Netherlands*

Elements key to reliable global logistics

Assuring that system components carry all of the regulatory certifications required by the destination country.

Determining if the systems and software of your solution are restricted items on the US State Departments list of exports, and assuring appropriate filings are performed for these technologies (ECCN).

Showing you how to create a commercial invoice that will meet the destination countries' customs requirements.

Assuring that appropriate ICC-standard Incoterms have been established; clarifying who pays duties, taxes and shipping costs; and identifying the Importer of Record (IoR).

*San Jose, CA
USA*

SERVICES

PRODUCT LIFECYCLE MANAGEMENT

Technology changes are inevitable. Our engineers and program managers share information on platform and component changes on a quarterly basis, and typically give visibility to known changes at least 90 days in advance of an impact on your product. This advanced notice allows you to review pending changes and determine if they will have an impact on your software images, hardware requirements or deliverables. You can request new First Article (FA) systems to regression test and verify proper function of your solution.

Life cycles differ depending upon the platform you select. Server platforms typically offer a 3-year product life cycle, while client and endpoint devices tend to have shorter lifespans. Collaborative technology transition planning is an important service that our engineering team provides—it is critical to avoiding supply interruptions. We construct and maintain technology roadmaps for all products we sell. These roadmaps act as a planning guide for anticipating technology changes, then planning and migrating to next-generation platforms before they impact shipments.



SERVICES

REFURBISHMENT

CCIntegration also provides “like new” refurbishment services that help maximize ROI on proof-of-concept systems. If your customer does not move forward with the solution, we can manage the return materials authorization (RMA) process and provide a complete cosmetic and technical platform refresh.



Refurbishment services typically include:

A Statement of Work (SoW) established for services that will be provided

Return Materials Authorization (RMA) issued and return managed by CCIntegration

Product inspection for damage or missing items

Product restoration to “like new” status

Data wipe of data storage

Re-imaging with the client’s application

Packaging of the refurbished product in new materials

Placement into Customer-Owned Inventory (COI), ready for future Proof of Concept (PoC) service requirements

SERVICES

ASSET RETIREMENT AND RECYCLING

CCI is committed to superior customer service not only throughout the product life cycle, but at the end of it as well. If desired, we can help you resell, recycle or return your excess computer equipment in a secure and environmentally conscious manner that complies with local regulatory guidelines.

Responsible disposal of your used technology with CCI is a simple, 3-step process:

Asset Removal – We take care of all the pickup logistics of the hardware you are retiring.

Data Security – We use an onsite data sanitization process on all used devices to protect you from accidental leakage of sensitive or proprietary data.

Resale and Recycling – After we have picked up and sanitized your systems, we will audit your equipment to determine the value. We then help you resell it to a third party. Equipment that has no residual value is recycled appropriately.

No matter which service you use, CCI will provide you with a detailed status report on the data sanitization and outcome of each retired system. We also can provide a Confirmation of Disposal to verify that the sanitization was successful or that the drive was shredded to prevent data recovery in the case of a non-functioning drive and that all recycling met or exceeded local regulatory guidelines. In addition, for all equipment disposal we provide a settlement report which lists the resell value of each piece of resold hardware and documents any other disposed equipment.

Support

Service is a critical-cost component of the solution and should be evaluated at time of design to assure the technology partner you select offers a robust, global service model. The biggest mistake our clients make is treating support as an afterthought, not a key consideration when designing a platform solution.



Onsite Global Service Model

The onsite service model is the most requested model of our service offering. Our clients determine whether the issue is software- or hardware-related. If hardware is the point of failure, we'll deploy parts and labor to repair the item. This service is performed per the SLA purchased at time of order. Common term options include:

3 years	Onsite	NBD	365 days x 7 days x 24 hrs	
3 years	Onsite	NBD	365 days x 7 days x 24 hrs	Keep your hard drive
3 years	Onsite	4 hours	365 days x 7 days x 24 hrs	
Deployment Solutions	An onsite service where the systems are unpacked, installed and connected to the network. The system is then ready for the final step in deployment by the customer or our ISV customer.			

Support contracts are offered in customizable time frames from 3 to 5 years. Consult with your CCI representative for additional information.

ADVANCED SYSTEM REPLACEMENT (ASR)

ASR is a support model that some customers employ to mitigate managing an onsite repair at their customer site. This model is different from onsite service and simply ships a complete system as the replacement for the failed

system. The customer receives the ASR unit, places the failed unit in the system box that was received and returns it to CCI (RMA shipping label provided).

CCI will evaluate and refurbish the failed unit once received and place into Customer-Owned Inventory (COI) for future ASR requirements.

CCINTEGRATION

Our Technology Partners

The partner relationships CCI has established are based on the strategic requirements of our customers and are valuable assets since our customers use these relationships to leverage the best solutions possible. As an ISV and OEM integration and services company, our technology partnerships deliver a broad range of platforms that can address any price, performance, life cycle and global service requirements, including:



Servers

A best-in-class portfolio of server technologies, from entry-level edge computing platforms to high-performance GPU platforms.

Storage

We offer the widest range of best-of-breed storage technologies—DAS, NAS, SAN, and HCI—from multiple industry-leading providers.

Workstations

A full range of Tower/ Rackmount workstations are available from CCI. These products can be configured to your exact specifications.

In addition to these solutions, a full complement of networking, client and embedded compute products round out our platform technologies selection.

About Us

INDIVIDUAL FOCUS

To ensure that our customer engagements are successful, we begin by making every effort to understand your company and market requirements. We “think outside the box” to consistently go beyond basic integration services to ensure superb quality, rapidly roll out product, manage inventory and assets, accelerate delivery and offer continuous new product development. Our promise is to bring the highest levels of integrity, quality and reliability to each and every relationship—delivering the best in custom OEM solutions and services on time, every time.



GLOBAL EXPERTISE

CCI's Global Integration and Logistics Fulfillment Centers serve our customers' needs throughout the world. Located in San Jose, CA and Nijmegen, The Netherlands, these centers offer multinational customers within CCI's global footprint viable options for bringing your products to market anywhere in the world.

Solid, long-term relationships with leading hardware manufacturers allow us to offer cutting-edge single servers, High Performance Computers (HPC), Storage Systems and Client platform solutions to customers in diverse industries worldwide. We keep businesses safely on track using a single, global process and proprietary B2B software perfected to manage your inventory, logistics, ordering and refurbishment across the country or around the world.

thinking **OUTSIDE** the box

CCIntegration, Inc. is committed to consistently delighting our customers with quality products, on-time delivery and superior account service. Achieving these goals demands that we maintain excellent customer focus and understand applicable requirements, while devoting ourselves to continuous improvement and employee empowerment, training and teamwork. Our company values integrity and honesty in all our dealings with customers, partners, vendors and employees.

CCIntegration

2060 Corporate Ct

San Jose, CA 95131

Toll Free: +1 877.729.7330

Direct: +1 408.228.1314

Fax: +1 408.228.1315

sales@ccintegration.com

www.ccintegration.com



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