Overview

Founded in 1984, Transource Computers has steadily grown into a highly visible and competitive master system integrator providing total solution integration with custom server, cluster, workstation, desktop and notebook computer systems. As a reseller with over 190,000 computer-related products, we maintain a large parts inventory in sixteen warehouses across the United States. Well versed in Government procurement, Transource has developed highly competitive pricing advantages along with preferred product delivery status and service to our customer base. Through structure and relationships with many specializing entities, we have formed a simplified procurement process - a single resource for products, product maintenance and technical services. As a system builder, Transource is recognized nationwide in system building circles as a strong leader providing seamless computer systems and technology purchasing solutions to both regional and national customers.

Transource Computers maintains the flexibility to incorporate the latest technology, maximizing system options and providing computer solutions, services and support to meet individual computing needs. We are fully capable of local and wide-area network planning, design, installation, maintenance and support including entire IT infrastructures encompassing WAN, LAN, SAN, NSA, server, cluster, NAS, wireless mobile and remote management, down to the desktop computer. Transource is also experienced in business continuity planning, design and implementation. As a Cisco Wireless Specialized Premium VAR we continue to be a part of emerging markets.

Transource Computer's success as a custom system builder/integrator allows us to offer all-encompassing solutions; from network infrastructures and supporting enterprise servers and equipment, to desktop systems to all additionally required products (including wintel servers and clusters, color scanners, mass storage units, fiber channel ports and fabric management software, dual port fibre channel cards, routers and switches, security software, automated tape libraries, data tape cartridges, sniffer software, and virus control software, etc.).

Transource Computers is positioned to provide the most seamless solution for IT procurement. At the core of our company is the unique ability to maintain an exceptional level of customer intimacy, attentiveness, and service, separating us from typical "call center" IT solutions providers. Being a custom computer system builder allows us the flexibility to provide the latest technology, be it server/cluster systems or the latest security software, the newest imaging technology or the most current networking components. We possess the structure and experience to be a long-term products and services provider for your organization and look forward to showing you first hand our commitment to quality and performance.

Why use Transource Computers?

- One-stop shop for over 190,000 IT software, peripherals and services.
- 20 years experience in enterprise level solutions, volume software licensing, select agreement, database and vertical software integration.
- OEM builder of high-performance, highly customizable computing systems providing UNIX, Linux, VMX, Windows, Novell and OS10 solutions.
- Premium authorized dealership with 98% of IT industry's vendors.
- Specialized in locating hard to find products.
- Fast delivery; 16 distribution centers nationwide.
- Highly competitive pricing advantages and product delivery status.
- A team well versed in Government procurement with over 20 year's experience.
- Extensive order-tracking, reporting and e-commerce tools.
- Small Minority Woman-owned Business

Transource Markets

Transource Computers markets and sells an extensive array of computer related products and services to three market segments: federal, state & local government and education. We are poised to continue steady growth in these marketplaces by continuing our commitment to a wide product offering while maintaining quality and customer satisfaction.

Federal Government

Transource Computers holds a General Services Administration (GSA) Contract for IT products with over 4,700 computer related products currently on schedule (GS-35F-0282L). GSA recently acknowledged Transource as an "outstanding" vendor. This recognition is directly related to on-time deliveries, proactive price list maintenance, and handling of warranty claims promptly and efficiently. Through the GSA Advantage™ portion of our contract, we ranked 14th in sales volume as of first quarter 2004 among 700 GSA IT vendors.

Transource Computers was awarded the National Institutes of Health Electronic Commodity Store (ECSIII) contract; a contract that allows for excellent product selection and simplifies the procurement process for Federal customers. One year after being awarded our NIH ECSIII contract in 2002, Transource ranks 36th in sales volume nationally ending Sept 30[th.]2003. This is accomplished by providing flexibility in a broad variety of IT product options to the customer.

Transource Computer's ability to provide such extensive IT product offerings under these contracts is a testament to our dedication to maximizing the usability and effectiveness of federal contract vehicles, providing these customers with a single source for the products they require.

State & Local Government and Education
Arizona State Contract is a "one-stop shop" contract where contractors are responsible for providing server, desktop, laptop, peripherals, software, software licenses, training and leasing to the state agencies. Because of Transsource's ability to provide every piece of an IT solution to the clients, we have been awarded this contract again and again, over 12 years. Currently, we are one of the longest standing IT reseller contract holders for the state of Arizona. In addition, we hold IT reseller contracts with the California Multiple Awards Schedule (CMAS), Mohave Educational Cooperative (MEC) of Arizona and Cooperative Educational Services of New Mexico (CES). Under these contracts, Transsource provides a one-stop source for IT related product needs by offering expert advice, superior customer support, competitive pricing and a vast product offering tailored to fit the unique needs of education and government customers.

Complimentary Strategic Partnerships
As a reseller, Transsource has longstanding relationships with many industry pioneer manufacturers. Through these relationships we obtain beneficial terms and conditions, reduced component pricing via quantity discounts, and shipment management for large orders. They allow Transsource to maintain the breadth of product and performance necessary for a national customer base. When combined with our business as an OEM system builder, our intimacy and subsequent knowledge of the many products we offer combined with the savings we receive through partnerships are passed directly to our customers.

Select Partnerships

- Cisco Premier Partner
- Novell Gold Partner
- Nortel Partner
- Intel Premier Provider
- AMD Solution Provider
- APC Executive Partner
- Iomega Partner
- Apple Computer
- Computer Associates
- Network Associates

- NEC/Mitsubishi System Builder Select Partner
- Microsoft Certified Solution Provider
- SuperMicro Partner
- Maxtor VIP Partner
- Hewlett Packard PartnerONE
- Seagate Partner
- Adobe Systems Partner
- Symantec Government Reseller Partner
- Crystal Decisions
- Red Hat

Core Expertise & Specialties
Transsource Computers functions in three key specialty areas in the following order.

- National Reseller of Computer Related Peripherals and Software.
- OEM System Builder and System Integrator
- Network Engineering and Consulting Services

Our abilities in all three areas directly relate to one another in that our comprehensive product knowledge, large product offering and intimate distributor and manufacturer partnerships support our system building and network engineering abilities and vice versa.

National Reseller of Computer Related Equipment
Transource maintains strong alliances with the distribution channels thereby maximizing access to the countless and ever-changing innovative IT products available. These distributor relationships provide us with a solid source for literally hundreds of thousands of IT products. Our primary distributor relationships are with the industry's best-performing providers of IT products, logistics management and other value-added services. They supply us with Internet based ordering, order tracking, next-day shipping, and many other added benefits. This level of integration allows us to simplify the ordering process with seamless and automatic business transactions, nationwide.

Through our corporate relationships as well as our understanding as a system builder of the diverse nature of technology our customers require, we are able to offer the depth, breadth, and flexibility in product lines which our customers require.

OEM System Builder and System Integrator
Transource Computers offers a full compliment of highly customizable open-architecture computing systems including servers, clusters, workstations, desktops, notebooks and tablet PCs (including rugged) as well as both AMD and Intel processing on either Microsoft or Linux-based platforms. Our strength and abilities as a reseller permeate our system builder capabilities, allowing us to offer nearly unlimited options and upgrade components while being directly involved with system configuration. This allows us to serve as an excellent resource to our customers both technically and financially.

Network Engineering and Consulting Services
Transource Computers provides local and wide area network planning, design, equipment, installation, maintenance and support including significant experience with system security, firewall protection equipment and wireless mobility solutions. We are a reseller of all major network and security technologies available today including industry leading security infrastructure, firewall/virus protection and network attached storage (NAS) equipment. Transource also provides the solutions necessary in security including disaster recovery plans, enterprise protection, data backup, data asset distribution and redundancy, and distributed storage management and planning.

Our strength and abilities as a reseller in regard to product knowledge again influence our ability to provide a superb resource for our customers needing networking equipment and services.

- CCNA, CCNP and CCDA credentialed systems engineers.
- Support for multiple local networks connected via fibre, frame relay and/or VPN.
- LAN and WAN planning, design, installation, maintenance and support.
- Cisco, Nortel, Microsoft, Novell and other technologies.
- Wireless mobility solutions and equipment.
- Network Watch remote administration services.

508 Compliance
As a federal contactor Transource Computers is required to meet section 508 provisions for both computers and computer software programs. We take that requirement further by also providing services for the purchase and installation of equipment. As an example, Transource offers the entire line of products by Ergonetics Inc, a Maryland based company specializing in section 508 compliant devices from special mounting to special needs input devices. As a strong advocate of current ADA laws we have complied and support the equal access initiatives. As new technologies are developed, we are committed to offering the improvements. Transource actively seeks out products for special needs customers.

Facilities and Infrastructure

Headquarters (Sales, Distribution and System Integration)
The Transource Headquarters is located Phoenix Arizona. Within this facility, our primary account management department has real-time access to information on the hundreds of thousands of IT products offered by Transource. This department is fully integrated with our distributors in addition to our accounting, structured quality controls, robust product information, leading electronic commerce tools, order tracking and reporting systems. This integration allows for immediate and detailed product specification information retrieval, accurate availability status, compatibility information, and order tracking to name a few. We are always in direct contact with not only our distributors but our top manufacturers as well; able to quickly negotiate volume orders, obtain immediate manufacturer technical support and manage warranty claims.

Aside from functioning primarily as a one-stop source for all IT products, service and support needs, Transource headquarters includes a 20,000 square foot system integration facility. This facility is where the new technology R & D takes place, where we test, configure and build customized computing systems. Whether the need is high-end HPC (Supercomputers), GIS /graphical workstations, Enterprise Wintel Servers, or the latest Linux technology, Transource can meet a very diverse set of needs. Over the years, through this facility, Transource has participated in many large-scale PC refresh and expansion projects for both schools and government agencies alike.

Within the Transource system integration facility, our service and support team is comprised of highly skilled service technicians who are extensively trained to stay current with today's existing and emerging technology. This department keeps a large replacement, upgrade, and peripheral parts inventory in stock, consisting of an average $500,000.00 worth of inventory at any given time. Combined with Transource onsite services (*see "Onsite Services Partnership"*), our technical service consultants in conjunction with a Dedicated Service Manager are able to handle any and all service issues for your organization.

Our intimate incorporation of skilled professionals within the Transource system integration facility provides a level of knowledge continuously drawn upon by our

account management staff, further boosting our ability to provide the exact IT products our customers need.

Distribution Centers
Transource maintains a large parts inventory in 16 warehouses across the nation.

Arizona, Phoenix
Transource Headquarters

Maryland, Frederick
Distribution Center

California, Fontana
Distribution Center

New Jersey, Edison
Distribution Center

California, Fremont
Distribution Center

New Jersey, Swedesboro
Distribution Center

California, Los Angeles
Distribution Center

Oregon, Portland
Distribution Center

California, Mira Loma
Distribution Center

Pennsylvania, Jonestown
Distribution Center

Florida, Miami
Distribution Center

Tennessee, Memphis
Distribution Center

Georgia, Atlanta
Distribution Center

Tennessee, Millington
Distribution Center

Georgia, Suwanee
Distribution Center

Texas, Carrolton
Distribution Center

Illinois, Carol Stream
Distribution Center

Texas, Dallas
Distribution Center

Illinois, Glendale Heights
Distribution Center

Texas, Ft. Worth
Distribution Center

Indiana, South Bend
Distribution Center

Utah, Salt Lake City
Distribution Center

Management Structure
Transource Regional Account Managers work directly with the Contract Manager, who works with the President of the Company. This allows a single point of contact for the account management team. This relationship is nurtured through daily communication and weekly sales meetings. Through this interaction, decisions are made based on the need of the customer, which in turn is in the best interest of Transource.

Transource Production and Service Managers also report directly to the President but often work directly with the account management team to provide one-on-one assistance with any particular customer's IT product needs. To maintain this relationship, the Production and Service Managers attend sales meetings on a monthly basis. This level of integration has allowed Transource to focus on fulfilling the needs of our customers with

quality products, expert guidance, and professional service, while making their job as easy as possible.

All members of the Transsource corporate team including senior management, account management, production, service, and marketing communicate regularly through tightly integrated departments. Our accomplishments over the years have been directly related to our efficient operational structure, which provides the level of communication necessary for all transactions to flow smoothly through our system, satisfying our customer's needs each and every time.

Delivery Capabilities
Transsource Computers is fully capable of delivering our entire hardware, software, and peripheral offering along with our computer systems to customers nationwide as demonstrated under our multi-state GSA and NIH contracts. We offer all available products with same day shipping at no additional charge. Whether directly from Transsource, or the 16 distribution centers, all orders are shipped FOB destination (continental USA). Utilizing timely order follow-up procedures, we are able to expedite delivery times. Order confirmations will be sent within 12 hours of order receipt via e-mail and serve as an acknowledgment of the order. In addition, shipping information and applicable tracking numbers are provided via e-mail after the order is shipped.

Many years of experience in selling IT products to a diverse customer base nationwide has allowed us to streamline our delivery capabilities, getting products to our customers as quickly and efficiently as possible. Our distribution centers boast an excellent 90% in-stock status on all IT products and for your organization, Transsource can provide these deliveries to locations in Virginia within two (2) business days directly from our distribution center located in Frederick, Maryland.

Onsite Services Partnership
Transsource, through our partner US Net, provides long distance site cabling, hardware installation or replacement and service needs. US Net's 8,000 technicians at over 2,500 locations throughout the United States can respond to any need. Transsource guarantees that only the highest-quality service technicians will work on your equipment. Through this service, we can deliver installation and service to unlimited locations. Below are examples of services provided by our partnership with US Net; services which allow us to quickly and efficiently deliver necessary onsite assistance to our customers.

- On-site Server, Desktop and Printer Installation/Maintenance
- National Rollouts
- Cabling and Cable Plant Certification
- LAN/WAN Support
- Design and Installation Services
- Full Service Level Agreements (SLAs)
- Parts/Logistics
- Project Analysis and Site Surveys
- Wireless Communications Systems

Integration Services
Transource Computers provides world-class integration services. Our integration services can handle any level of server, desktop, notebook, Tablet PC, networking hardware, software installation, image management, and clustering configuration required by our customers. These services assist us in providing the tools necessary to apply the vast spectrum of technology alternatives to best fit our customer's needs. Whether it is extra system memory, software installation and configuration, custom documentation, or system imaging, our back office integration services can fulfill every request on an individual basis.

Electronic Commerce

Web-Based Procurement
In 1998, Transource Computers implemented our web-based procurement system located at www.Transource.com. Through this system, we supply product information, pricing, quoting, ordering, and support; all electronically. The Website offers a wide array of product locator tools including quick search (keywords), advanced search (part number, description, price, etc.), and category search (shop by brand). Each product is accompanied by 10-25 technical specifications as applicable, to aid a customer in quickly choosing the correct product the first time. For the customer and Transource alike, these services dramatically simplify the procurement process. Our customers greatly benefit from this system through increased efficiency in transaction processing, best-price ordering consolidations, decreased delivery times, and increased productivity with less follow-up required. Transource will provide a dedicated website containing contract specific pricing and ordering tools.

Electronic Processing
We accept all major credit cards (including Visa, MasterCard, and American Express) as methods of online payment on our VeriSign secured website. Based upon billing address, Transource authorizes all payment information for each transaction. Transource is capable and is currently providing seamless electronic funds transfer (EFT) capability to governmental accounting systems under our GSA contract. This method of payment allows customer funds and information to be processed in a streamlined and most importantly, a secure manner.

Staff and Training

Training Commitment
One of Transource's business goals is to provide complete solutions to our customers. In order to achieve this, our staff is consistently trained in the research and development of new and next generation products. Major IT manufacturers provide our staff quarterly roadmap training. In addition, we require employee training programs to further advance our high degree of employee technical expertise. Most of our service technicians hold various technical certifications. Our sales staffs understand the importance of the lowest total cost of ownership (TCO) for our customers. We understand that our customers directly benefit when our staff is equipped with a wealth of market and product

knowledge. This preparedness allows us to, with the utmost confidence, direct our customers to the latest, greatest, and most efficient products and solutions.

Selected Profiles

● **Transource Computers – Regional Account Managers**
The Transource regional account management team is extremely well versed in contract management. These individuals offer an encyclopedic knowledge of the ever-changing IT technology and the industry. From Federal to State and Local Government to Educational contracts, Transource management has always worked in conjunction with our account management team to meet all requirements of a particular contract. The Transource sales network is divided into regional territories covering the United States. Each regional account manager is supported by market development personnel that work to conduct market research, establish new contacts and expand awareness of Transource and its offering.

● **Transource Computers – Systems Engineers:**
Our Systems Engineers are computer systems generalists with broad experience in PC and server-based computer systems and specific experience and credentials for Microsoft, Novell and Apple environments. Typical tasks for our Systems Engineers are designing and implementing systems for data protection, disaster recovery, threat identification and management, user identification and authentication, software upgrade management and desktop administration. Their depth and breadth of knowledge also qualifies them aid customers in selecting the correct product(s) to meet their individual need.

● **Transource Computers – Network Engineers:**
Our Network Engineers are network specialists with specific experience in Nortel and Cisco environments and provide a full range of network support services from pre-sales analysis and design through installation and implementation to post-install performance analysis and problem remediation. Our minimum certification level for network engineers is CCNP and all have a wealth of past and current experience in network technologies including WAN and LAN design using both wired and wireless equipment, Voice over IP (VOIP), VLAN, MPLS, QoS.

● **Transource Computers – Certified Technicians:**
Average expertise includes fifteen years of field experience working on customer sites whether existing, new construction, or remodeled. Comprehensive understanding of the operation of LAN/WAN, wireless, video-conferencing and telephony network system environments. They take part in on-going training internally and externally with certification in major products and applications. These individuals interface with project managers, account managers and field supervisors as necessary for resolution of questions and day-to-day field matters.

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