



# **MicroAge...A Strong Partner**

**Stability**

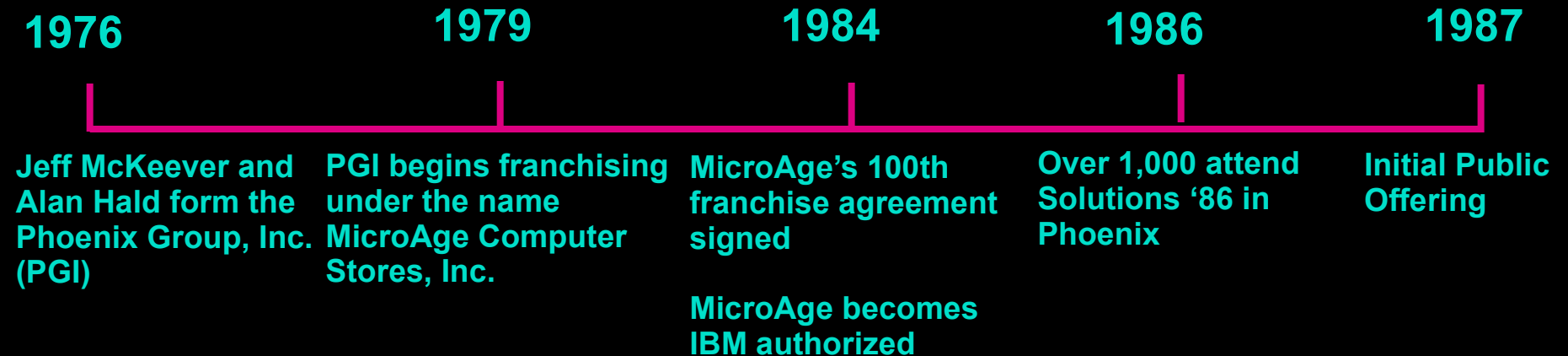
**Experience**

**World-class capabilities**

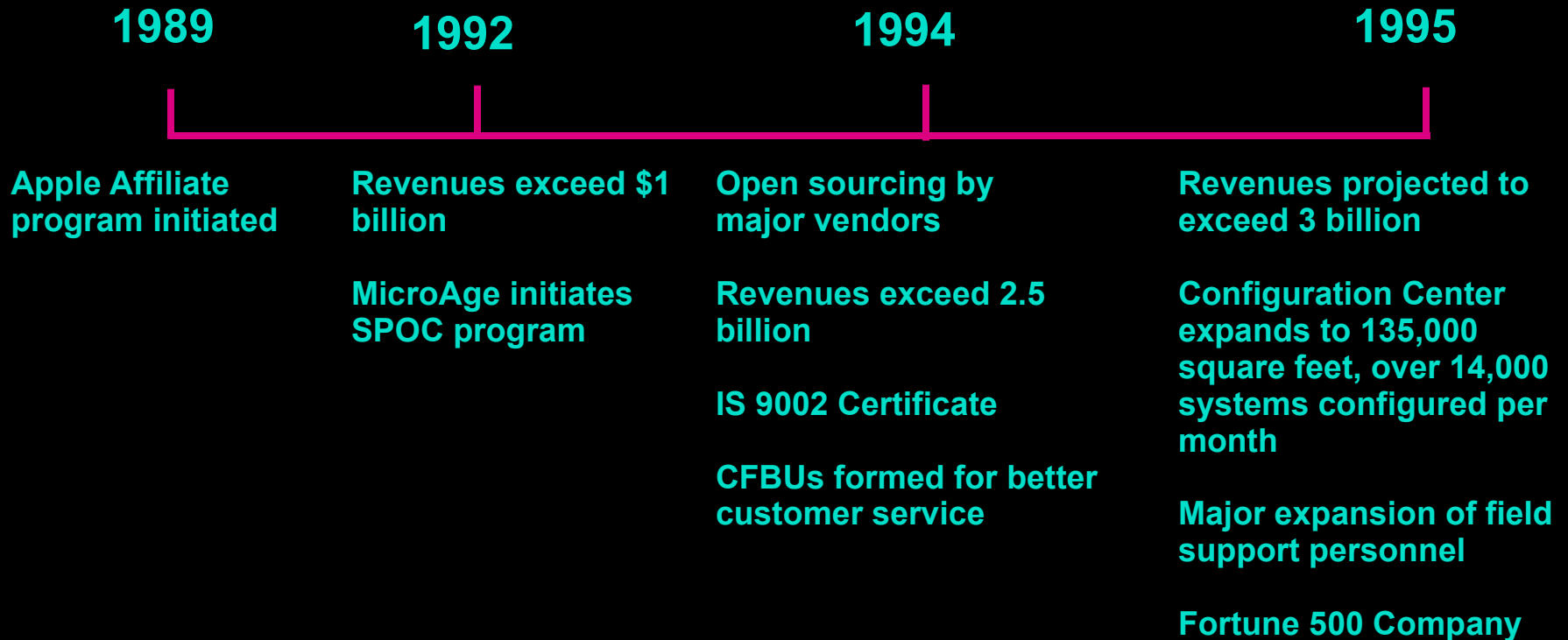
**Strong partnerships**

**Commitment to Quality**

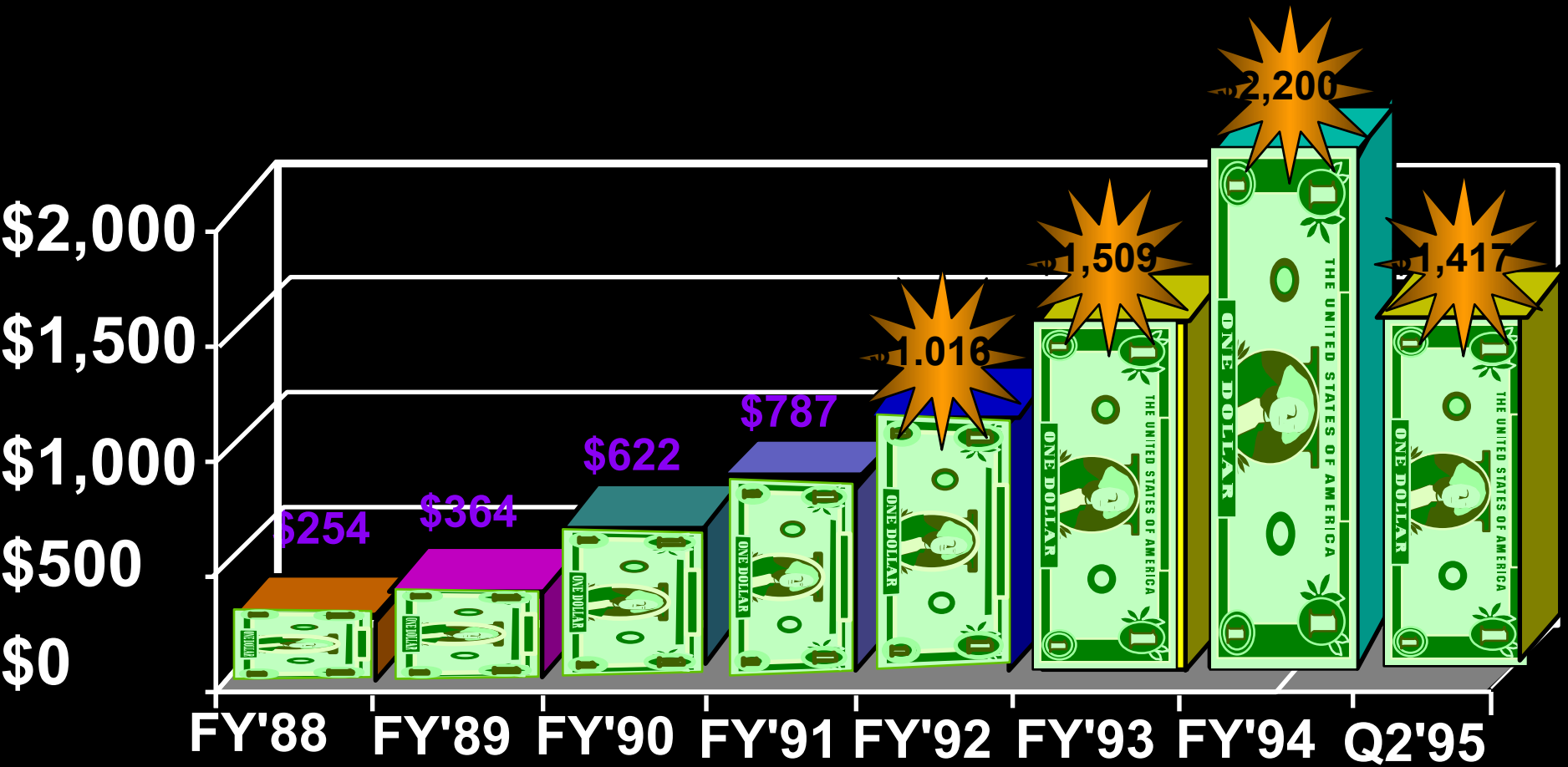
# Brief History



# Brief History (cont.)

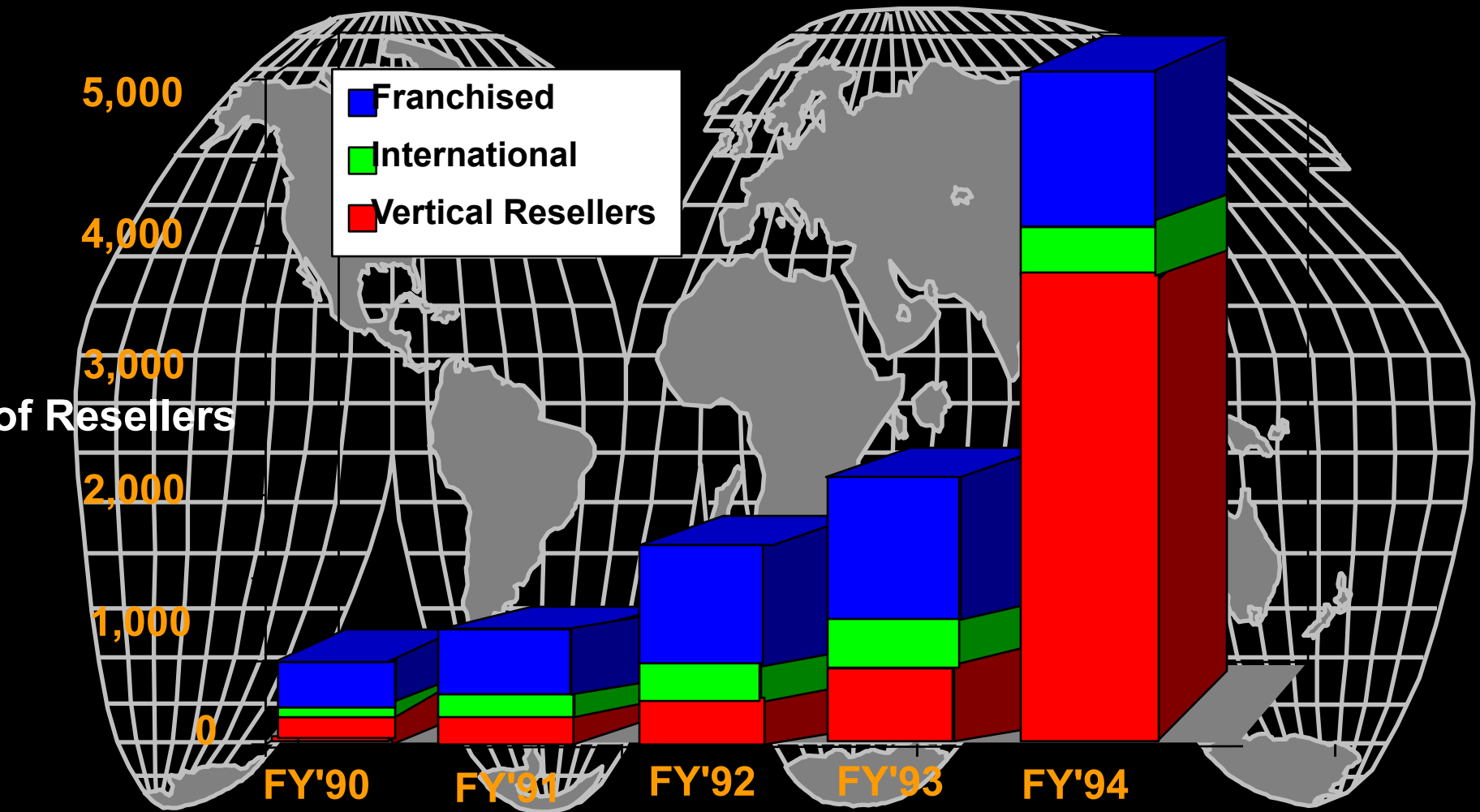


# Revenues



\*in millions

# The MicroAge Network





## **MicroAge Channel Services- MCS**

Product Purchasing | Vendor Relations | Marketing



## **MicroAge Computer Centers, Inc. - MCC**

Large Reseller Accounts

## **MicroAge Solutions - MAS**

MicroAge Owned Locations

## **MicroAge Technologies - MAT**

Specialty and Smaller Reseller Accounts

## **MicroAge Infosystems Services - MIS**

Large End-User Accounts| International Solutions



## **MicroAge Product Services - MPS**

Distribution | Outlet Store | Configuration |  
Sourcing

# MicroAge Customer Support

**CUSTOMERS**



**Customer-Focused Business Units**



# MicroAge Channel Services

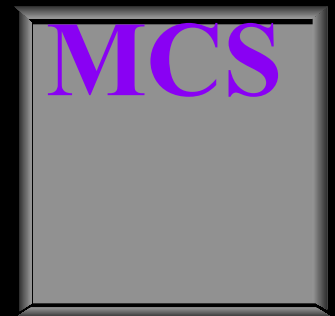
*MCS ensures that MicroAge obtains quality products at competitive prices. Strong relationships with vendors means powerful promotions for customers.*

**Product Purchasing for CFBUs**

**Access to channels/customer segments**

**Vendor relations**

**Market services/strategy  
development**



# MicroAge Product Services

*MPS provides low-cost, high-quality distribution services to vendors and resellers of information technology products.*

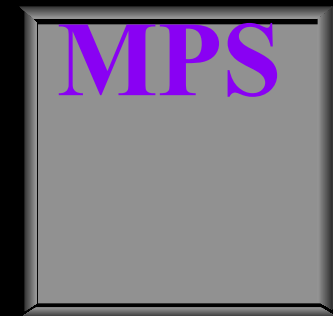
**Distribution**

**Configuration**

**Technical Support**

**Information Systems**

**Integration**



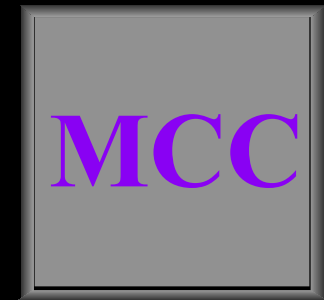
# MicroAge Computer Centers

*MCC provides large account resellers, both franchised and affiliated, with a wide array of products and services.*

**Strong secondary & tertiary market  
penetration**

**Vertical application focused**

**Numerous reseller support  
programs**



# MicroAge Solutions

*MAS operates ten company-owned locations in key metropolitan markets*

**Headquarters operated locations**

**Corporate program testers**

**Complement to local affiliates**



# MicroAge Technologies

*MAT is committed to servicing Value Added Resellers and System Integrators.*

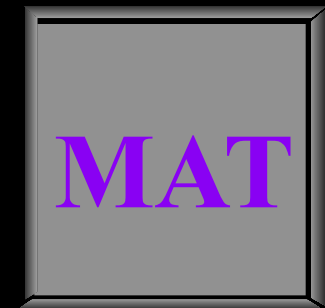
**Knowledgeable proactive sales representatives**

**Presales configuration assistance**

**Flexible credit policies**

**Highly experienced with**

**VAR channel**



# MicroAge Infosystems Services

*MIS develops channels to serve end users in partnership with the reseller network.*

**Large account end-user focused**

**State and local government contracts**

**Systems integration**

**International Solutions**

The logo consists of the letters "MIS" in a bold, serif font, colored red. It is centered within a light gray square that has a thin black border.

**MIS**

# The Differences are Real

## Customer Satisfaction

*Superior execution of our capabilities drives customer satisfaction.*

**Highest rating in 1993 CRN “Preferred  
Distributor Study”**

**ISO 9002 Rated Configuration Center**

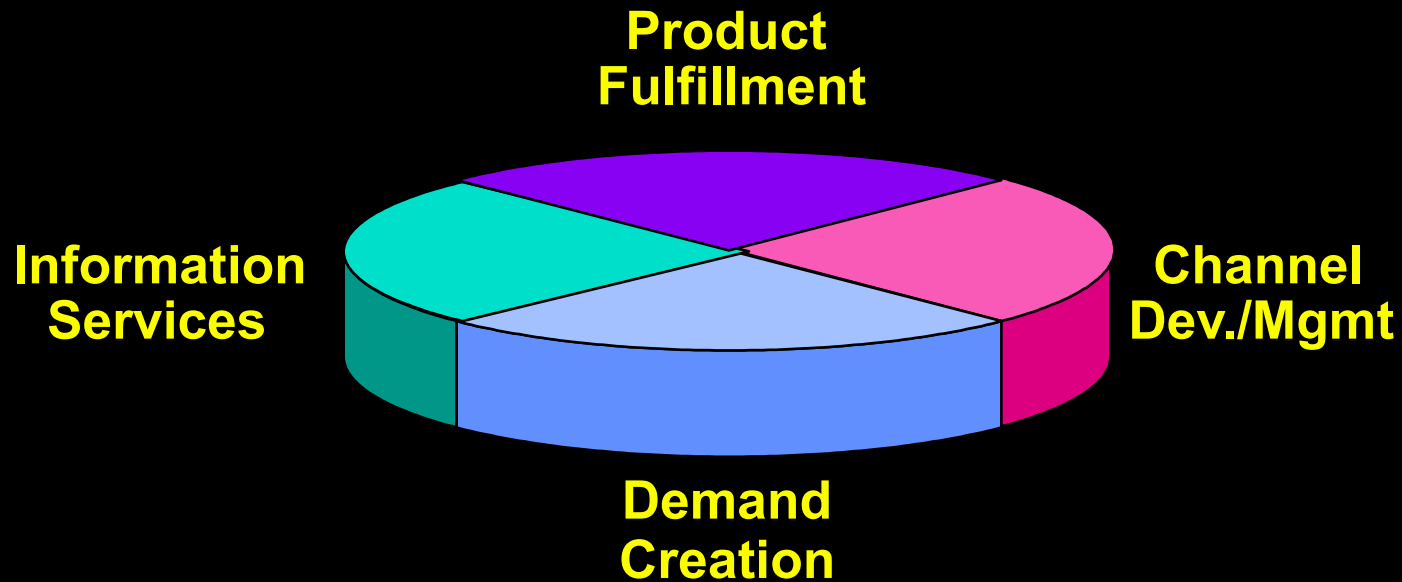
**“Lighthouse Award”**

**Reseller loyalty**

# The Differences are Real (cont.)

## Core Capabilities

*Energy and resources are spent only on activities that build on the company's core capabilities.*





# The Differences are Real (cont.)

## Financial Strength

*MicroAge has grown solely on the basis of its own internal resources rather than relying on buy-outs or acquisitions to fuel its growth.*

**Money magazine award (vaults Phoenix to top of major metro portfolios)**

**Low cost structure**

**Excellent access to capital**



# Why Partner with MicroAge?

**Enhance your organization's profile  
and service offerings**

**Improve your performance and market  
share**

**Impact your bottom line**

# **Commitment to Quality**

## **- The MicroAge Way -**

**At MicroAge, we will perform error-free work 100% of the time for everyone we serve.**

**To do this, we must fully understand customer requirements, as well as the processes needed to do the job right the first time.**

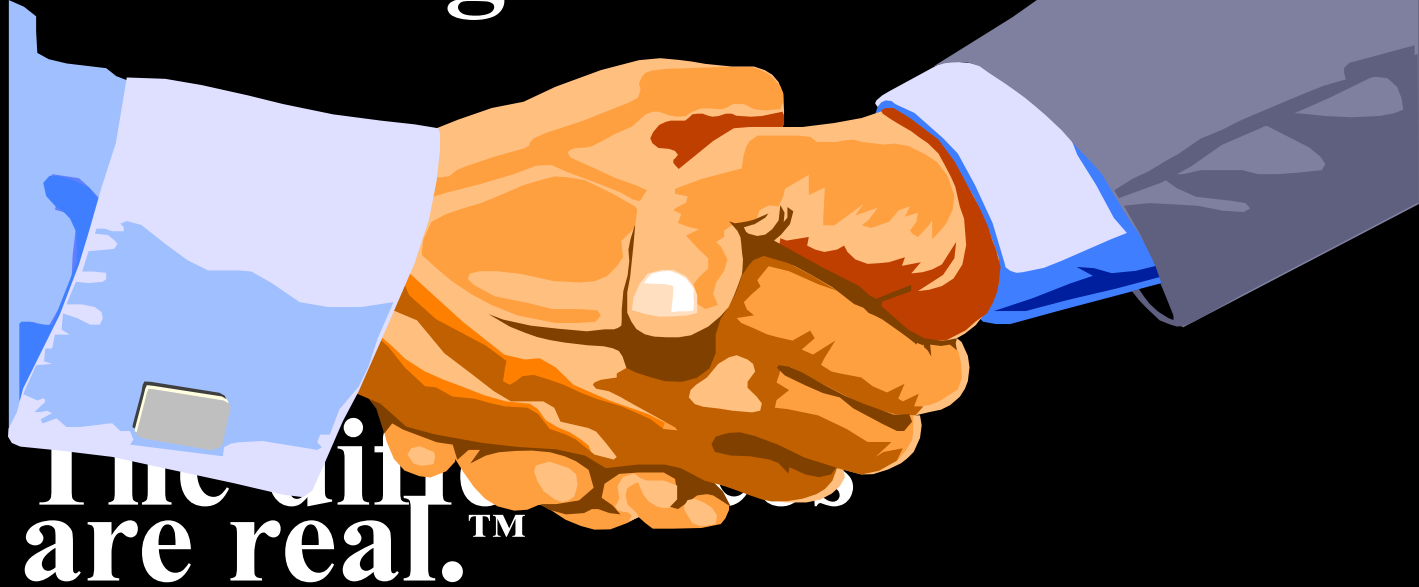
**Our success will come only when we conform to the requirements of those we serve.**

# A Team of Champions

With our champion *Single Point of Contact* philosophy we serve our accounts better because we work harder to develop and maintain strong relationships with each and every one.



# MicroAge...



The differences  
are real.™

