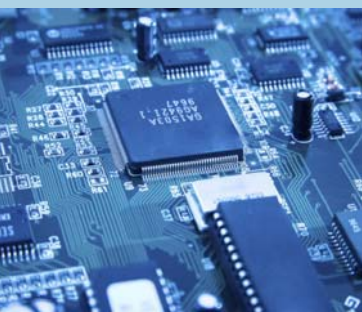




**Pinnacle
Data
Systems,
Inc.**

Pinnacle Data Systems, Inc.
Worldwide locations
1-800-882-8282
info.sales@pinnacle.com
http://www.pinnacle.com

World-Class Electronic Repair, Engineering, and Warranty Services for Global OEMs



20 Years of OEM Service

Pinnacle Data Systems, Inc. (PDSi) is a global provider of OEM repair services for the telecommunications, medical, storage, networking, and IT markets.

With almost 20 years of experience providing full-service depot repair for Fortune 500 companies, PDSi offers a world-class level of engineering expertise and global program management capabilities.

PDSi provides integrated, one-stop service solutions for repair, re-manufacturing, screening/testing, EOL management, product lifecycle extension, multi-vendor service programs, and more.

The Best of All Worlds

PDSi offers the flexibility and specialized technical capabilities of a smaller organization, combined with the world-class quality, global presence, and professional operations standards that you would expect from a large service provider.

★ Expert in Complex Technologies

We repair supercomputers, telecom servers, and other high-end equipment at the component-level, and our engineering capabilities span a wide range of platforms and technologies. Our electronic technicians are experienced in the latest ball grid array (BGA), through-hole and fine pitch surface mount technologies and they are backed by a team of engineers with strong board and system design credentials.

★ Support for Legacy & EOL Products

We have a long history of working with legacy equipment and discontinued products. We provide OEMs and their customers with product lifecycle extension solutions through our continued ability to source obsolete components, repair older equipment, and even redesign boards when needed. We specialize in servicing products where high mix and declining volumes have become a challenge for others.

★ Global Footprint, Common Infrastructure

We operate world-class repair facilities in North America, EMEA and APAC, all based on common business systems, technical processes, quality systems and IT support infrastructure.

★ Flexible Programs

We emphasize personalized program management of all our customer programs and design these programs to be seamless extensions of the OEM's operation.

★ Fortune 500 Credentials

We have almost two decades of experience servicing products and developing programs for some of the world's leading technology OEMs.



Broad Technical Expertise

PDSi provides repair and engineering services for OEMs who make some of the most sophisticated circuit boards, blades, servers, and communications equipment in the world. We understand how these architectures work and are skilled at troubleshooting and repairing complex OEM products.

Hard drives and storage peripheral components are another of our specialties. Across our global facilities we screen, repair, test and track hundreds of thousands of OEM hard drives per year.

Products we service include:



Circuit boards

- Single-board computers
- Motherboards
- Blade servers
- Peripheral cards
- Backplanes
- Power supplies
- I/O products



Servers

- Carrier-grade servers
- Datacom servers
- IT servers
- Telco frames



Network products

- Fiber channel switches
- Routers
- Gateways
- Firewalls



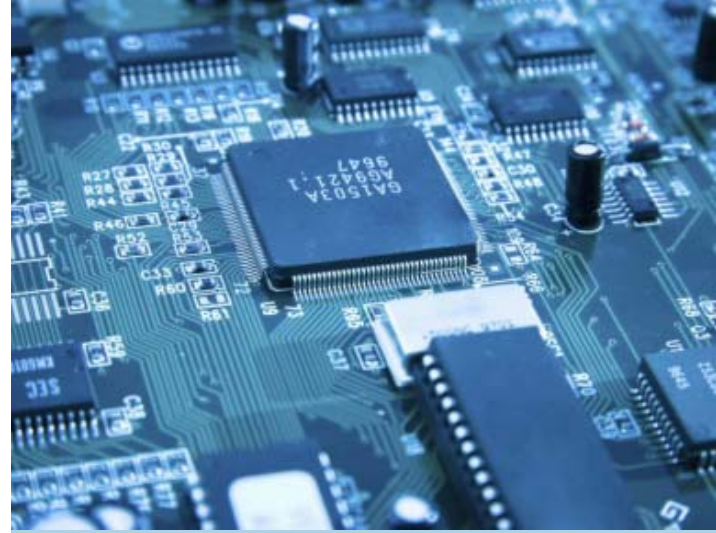
Hard drives

- SAS, SATA, SCSI
- PATA, IDE



Storage products

- Tape drives
- Optical drives
- SAN, NAS



Key Technical Capabilities

- Expert repair at the component level
- BGA & fine-pitch device replacement
- X-ray inspection
- Test procedure and test fixture development
- Rapid functional test
- Failure analysis
- ECO's and upgrades
- Software load and test
- Refurbishment
- Conformal coating
- EOL product support
- Re-engineering

Key Program Capabilities

- Warranty screening
- Third party component warranty management
- NTF screening
- Scrapping and recycling
- Management of "defectives" inventory
- Advanced exchange programs
- Customer information portal
- Global support contracts



Extended Life for EOL Products

In industries such as Telecom, Medical Equipment, Defense, Aerospace, and others where certification and software hurdles require that platforms remain in operation for 10 years or longer, dependable ongoing repair service is critical.

For system manufacturers looking to extend the service life of their legacy platforms, PDSi can apply its industry experience and engineering insight to help develop creative and cost-effective life-extension programs through skilled repair, EOL component procurement or even re-design as needed.



Customer-Tailored Programs

PDSi offers a comprehensive suite of global Repair, Engineering, Warranty Management and Support services, which are tailored into programs that are custom-fit for each OEM partner.

Program design leverages our standard systems and processes as a baseline, then adds customized components as needed to make PDSi repair activities a seamless extension of the OEM's business. We assign one of our proactive program managers to each program, working with their OEM counterpart to plan repair priorities, manage business metrics, and keep things moving smoothly.



Flexibility

When the OEM is faced with changing business conditions, PDSi is a fast and flexible partner.

Need to change the repair plan mid-stream?
PDSi's operations team adapts as needed.

Technical requirements change?
PDSi's engineering team can often implement ECOs in-stride, without delaying repair operations.

24x7 Access to Information

Our online customer portal enables 24x7 global access to program information and reports, including:

- ✓ Order status
- ✓ Shipment tracking info
- ✓ RMA status and details reports
- ✓ Customer-owned inventory report
- ✓ Program metrics and scorecards



PDSi completely re-engineered an EOL controller for a major Medical OEM's blood analyzer, extending its manufacturability by almost 10 years.



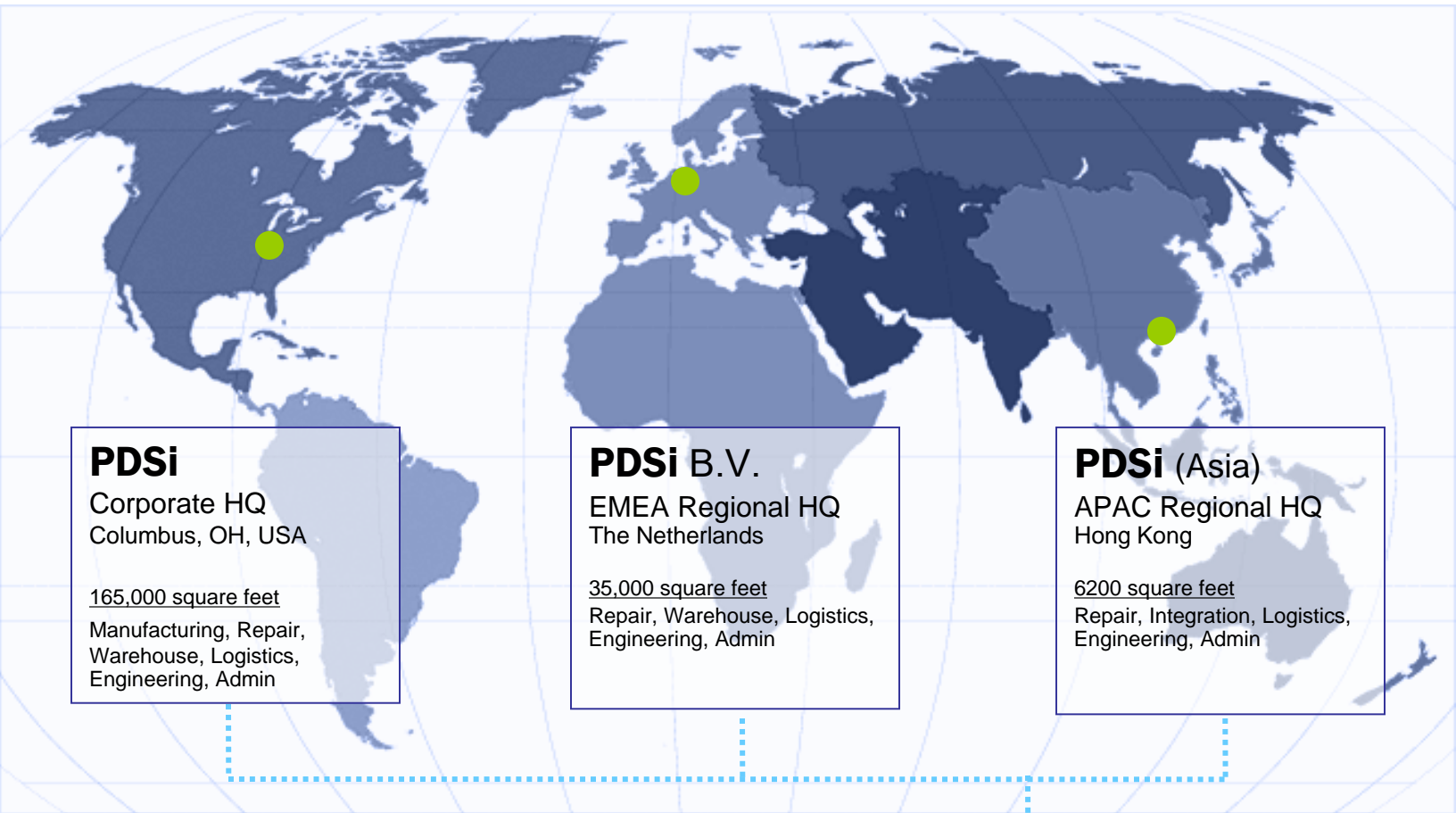
The OEM was able to continue support of their very popular product, avoid losing customers, and defer the expense of product redesign.

HP's SureStore digital tape autoloader is a complex electro-mechanical assembly. When volumes began to decline, HP's original CM discontinued manufacture. HP needed to continue support.



PDSi repairs these units for HP and also manufactures new autoloaders, including ground-up assembly of the individual mechanical components.





PDSi

Corporate HQ
Columbus, OH, USA

165,000 square feet
Manufacturing, Repair,
Warehouse, Logistics,
Engineering, Admin

PDSi B.V.

EMEA Regional HQ
The Netherlands

35,000 square feet
Repair, Warehouse, Logistics,
Engineering, Admin

PDSi (Asia)

APAC Regional HQ
Hong Kong

6200 square feet
Repair, Integration, Logistics,
Engineering, Admin

Centrally Located, Globally Oriented

PDSi currently provides globally coordinated programs for some of the world's leading OEMs. Headquartered in Columbus, OH, PDSi's North American operations are centrally located for convenient US logistics. Our global service capabilities are augmented by regional service centers in EMEA and APAC.

To learn more about how PDSi can help your business please contact us at one of the coordinates below.

All PDSi facilities share:

- **Common Business Systems**
- **Common Engineering Practices**
- **Common Repair Processes**
- **Common Quality Systems**
- **Technical & Logistical Collaboration between Regions**
- **Global Program Management**

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LOGISTICS
ASSOCIATION**
MEMBER