

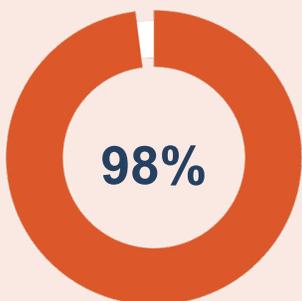
# Flash Global Company Profile



For high-tech companies looking to grow service logistics capabilities with a partner who is solely focused on time-sensitive service parts solutions. Using our technology, built specifically for post-sales service logistics and is standard at each Flash location, our customers experience global consistency in service, accuracy, and visibility.

We design and implement post-sales service supply chain solutions for rapidly expanding companies, focused on providing visibility, scalability, and predictability, while helping them scale globally.

## FLASH GLOBAL FAST FACTS



Performance  
Metrics



IOR/EOR Services  
in 110+ Countries



Global Command  
Center

## EXECUTIVE LEADERSHIP

**Sam Mikles**  
President & CEO

**Greg Castello**  
Chief Financial Officer

**John Miller**  
Chief Sales Officer

**Denise MacDonell**  
Chief Technology & Marketing Officer

**Dan Silva**  
Chief Customer Officer

**Kris Michel**  
Chief Operating Officer

## INDUSTRIES WE SERVE

- Network Hardware
- Network Security
- Data Storage
- Energy
- Medical Devices
- Retail Technology
- Telecommunications

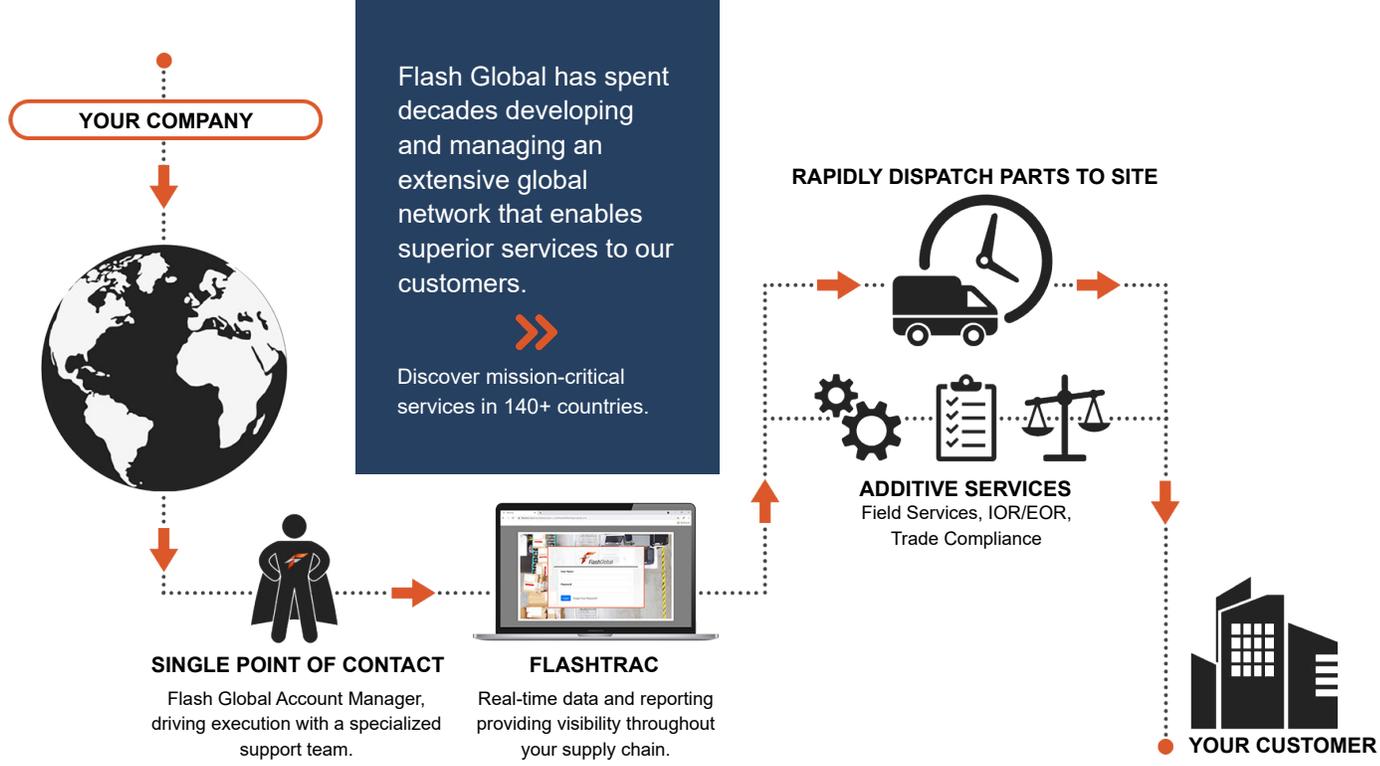
## EXPERTISE WE SERVE

- Service Logistics Managers
- Supply Chain Managers
- Trade Compliance Managers
- Product Managers
- CFOs
- COOs

## QUICK LINKS

**Website**  
[www.FlashGlobal.com](http://www.FlashGlobal.com)





## WHAT WE OFFER



### Service Logistics

Flash Global optimizes your global service supply chain operations by combining our deep knowledge of the international service logistics with specialized technology and software. We bring unparalleled visibility throughout your global supply chain so you can see and respond quickly to mitigate disruption and maximize satisfaction among your installed base.



### Field Services

Flash Global has more than 12,000 highly-trained field service professionals who are in-region and within a 2- or 4-HR drive of your installed base, anywhere in the world. Members of this on-demand network are certified in expert troubleshooting, diagnostics and service delivery engagement, ensuring consistent delivery of high-quality service performance.



### Network Modeling

Provide us with your customer installed base and service level agreements (SLAs) and we will use our network modeling process to pinpoint where you need to place inventory in order to most cost effectively meet your SLAs. Our customers benefit from ongoing network optimizations as their business evolves, maximizing SLA coverage with the best suitable facility placement.



### Technology Solutions

The backbone of Flash Global is FlashTrac. FlashTrac is a global, web-based software platform designed specifically for the service logistics space. FlashTrac has been built with our customer's needs in mind; highly configurable, robust and an integral part of the service logistics ecosystem. The system is simple to use and easily integrated with our customers' ERP and logistics platforms.



### Importer & Exporter of Record

Our extensive partner network can provide IOR/EOR services, eliminating the need for our customers to establish legal entities in the country where they wish to do business. By our in-region experts becoming an "extension" of your team, we're able to support product sales and growth through consistent service, global reach, and brand protection.



### Warehousing & Distribution

Our global network of distribution centers and forward stocking locations allow customers to confidently sell variable and profitable service contracts knowing they can deliver on their SLAs. The continuous development and improvements we bring to our warehouse and distribution network help us stay ahead of customers' dynamic needs in every corner of the world.



### Solutions Design Engineering

Beginning with a robust installed base analysis, our solutions team uses state-of-the-art technology to scope and qualify your needs, leveraging data for strategic guidance. Flash Global will solidify a detailed plan, building your optimal operations structure for today, with the flexibility to adjust as your business evolves tomorrow.

**"It's all about serving the customer, ensuring their business requirements are being met with extreme conviction and a controlled sense of urgency."**

– Sam Mikles, President & CEO | Flash Global