



SHI International HPE Aruba Networking- Capabilities





CORNERSTONE

We're SHI. And we're ridiculously helpful!

Locations



25 Domestic,
9 Global,
6 Integration
centers

Active Sellers



3000

Active Customers



40,000+

Global Reach

The portfolio and scale of a global solutions provider, the resources, expertise and customer service of a local VAR.



SHI is Global

with offices and
integration centers
around the world

INTERNATIONAL OFFICES



DUBLIN, IRELAND



HONG KONG



PARIS, FRANCE



ONTARIO, CANADA



SINGAPORE



SYDNEY, AUSTRALIA



UNITED KINGDOM

GLASGOW
SCOTLAND

MILTON KEYNES
EMEA HQ

CENTRAL LONDON

INTEGRATION CENTERS



KNOX (NEW JERSEY, USA)

305,600 sq. ft.



RIDGE (NEW JERSEY, USA)

399,000 sq. ft.



TIEL (NETHERLANDS)

93,000 sq. ft.



TAMPINES (SINGAPORE)

15,000 sq. ft.



EXERTIS (IRELAND)

35,000 sq. ft.



NEXUS (BARNSLEY, UK)

45,000 sq. ft.



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CORE SERVICES

INVENTORY & LOGISTICS MANAGEMENT

Initial purchase guidance → Multi-site, phased rollouts → Maximize buying power

ASSET TAGGING & REPORTING

Identify and manage current devices → improve tracking of company assets

CONFIGURATION & IMAGING SERVICES

Upgrade components → deploy custom image → meet security guidelines → save time by having this done prior to shipment

CUSTOM KITTING & PACKAGING

Determine peripherals, packaging or customized docs → devices delivered as “plug and play”

SERVER RACK & STACK

Build and fully configure server racks complete with cables → labels tested prior to shipment

PROJECT COORDINATION & MANAGEMENT

World class project management and project planning

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How we deliver: SHI End User Integration Center 'Knox'

Facility Specifications

305,600 sq. ft. warehouse and 75,000 sq. ft. state of the art Integration Center built in 2016

Focus on End User Technologies (Data Center: 'Ridge')

Can accommodate 180,000 printers, 260,000 desktops or 630,000 laptops at any given time

Up to 3,500 systems configured per day

ISO 9001:2008 Certified for Quality Assurance

Walled secure areas created for private network extension into Integration Center

Inventory Services

Inventory Management - Customer inventory based on demand analysis, forecasting and project planning

Kitting – packaging for minimal shipments

Hardware component integration

Asset Tagging and Labeling

RMA and Warranty replacements

Hot Spare Pool for service support



EUC Configuration Room at SHI's 'Knox' facility, Piscataway NJ (Inset: customer warehousing)

- | | | |
|-------------------------|-----------------------|-------------------------------------|
| • Imaging | • App Installs | • Labeling |
| • Asset Tagging | • Activation | • IP Configuration |
| • Customized Components | • Etching | • Firmware Updates & Patching |
| • Encryption | • Kitting / Packaging | • Burn in and Testing |
| • Configuration | • Rack and Stack | • Custom Builds |
| | • Cabling | • Router / Switch WAP Configuration |



How we deliver: SHI Datacenter Integration Center ‘Ridge’

Facility Specifications

Rack Configuration Throughput:

Phase 1: 640 Racks (160 simultaneously powered racks, with space for breakdown, integration, post-integration staging and QA), not counting inventory space and shipping

Phase 2: Increasing the Phase 1 capabilities by 100%

Ability to power/configure racks with all international voltages

34 Active Docks (Shipping/Receiving)

Ridge Capabilities

Order consolidation

Inventory check and serial number recording

Custom assembly and rack mounting

Custom power failover testing

Custom pre-installation testing/configuration

Hardware validation

System updates

Firmware and BIOS upgrades

Full diagnostic

Software loads

Quality assurance inspection

Asset tagging/labeling

Power/network/intra-cabinet cabling

Final confirmation (digital photo QA)

Customized delivery date and deployment coordination

Equipment storage



EUC Configuration Room at SHI's 'Knox' facility, Piscataway NJ (Inset: customer warehousing)

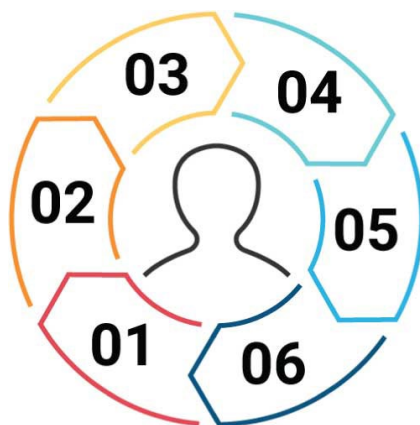


Technical Resources



500+

HPE Dedicated Headcount



20+

Partnership Length



33 YEARS

**Hewlett Packard
Enterprise**

SHI's- HPE Aruba Networking In House Engineering Expertise

ACDX: Aruba Certified Design Expert

Validates SHI as a design expert for large Aruba Mobile First Networking deployments using Aruba Controller, Access Point, Instant, ClearPass, Switch and AirWave product lines.

ACMA/ACMP: Aruba Certified Mobility Assoc./Professional

Validates that SHI has the networking knowledge and skills required to implement, configure and manage advanced Aruba (WLAN) enterprise solutions.

ACCA/ACCP: Aruba Certified ClearPass Assoc./Professional

This validates that SHI's ability to design and integrate networks that use ClearPass products and configure ClearPass for policy and guest management, posture, profiling, onboarding.

Aruba Certified Switching Professional (ACSP)

Validates that SHI can implement and operate enterprise level Aruba campus switching solutions.

SHI Installation & Deployment Services



Planning

Solution and Network Design, Migration, Project Roll-out



Assessments

LAN/WLAN Current State, Predictive, New Site, AP-on-a-Stick



Deployment

Staging, Testing, Remote and Onsite Implementation



Support

Day One Support, Knowledge Transfer, Documentation, Block-hour Agreement

HPE aruba
networking

SHI Installation & Deployment Services- Offering Details

Planning Offerings

Network Strategy and Planning Services:

- Strategy and Planning
- Needs Assessment/Analysis
- Multi-Vendor Feature Assessment
- Solution Design and Positioning Support for Partners
- Pre-Deployment Planning
- Network Design Service
- Project Roll-out and Migration Planning Service
- Solution Proof of Concept
- Interoperability Testing

Network / Wireless Assessment Services:

- Network Assessments
 - LAN / WAN Current State Assessment
 - LAN / WAN Readiness Assessment
- Wireless Assessments
 - Wireless LAN Current State Assessment
 - Wireless LAN Readiness Assessment

Deployment Offerings

Network/ WLAN Deployment Services:

- Project Staging
- Remote site storage and staging
- Site Specific Staging and Deployment
- Onsite Deployment
 - Replicated Site and Large Scale Deployment
 - Multi-Vendor Integration
 - Knowledge Transfer
 - Solution Management
 - Customized Implementation Training
 - Multi-vendor Configuration
- Remote Expert
 - Remote Network Configuration
 - Day 1 Remote Escalation Support

Operations Offerings

Network Operations Services include:

- Block of Time Support
- Reactive T&M Based Remote or Onsite Support
- Network & Wireless Health Check
- Network Health Check Assessment
- Wireless Health Check Assessment

SHI Dedicated Customer Technology Centers

EXECUTIVE BRIEFING CENTER



Brings together customers, partners and employees through a variety of daily, weekly, monthly and quarterly events.

- Located at SHI's HQ in Somerset, NJ
- 44,000 square foot, purpose-built conference & training center
- Explore, collaborate & innovate new ideas to modernize IT strategy

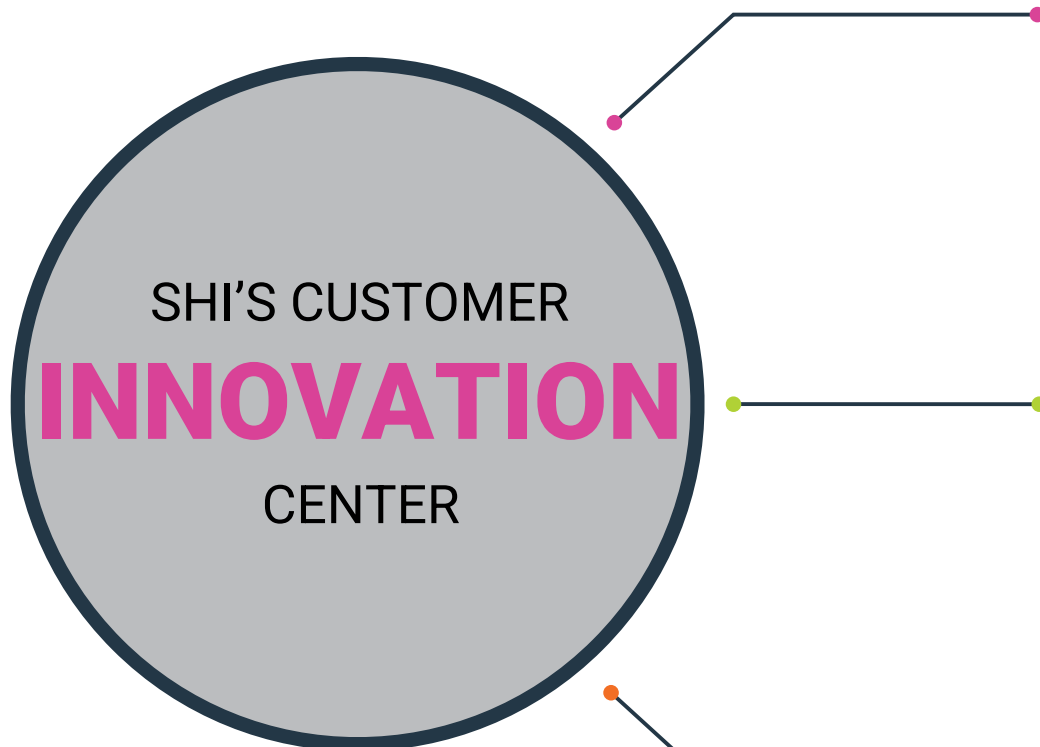
CUSTOMER INNOVATION CENTER



Your ideas. Our sandbox. Customers can tackle business and technical challenges using SHI's extensive partner network.

- Located in Somerset, NJ
- 8,000 square feet equipped with diverse experts & HPE's latest technology platforms
- Test, accelerate and build solutions that facilitate transformation

Coming soon- EdgeConnect & CX10K (AMD/Pensando)



HPE Aruba Networking leading platforms highlighted in various SHI-led Customer Technology Workshops spanning from Wireless, Switching, to Security



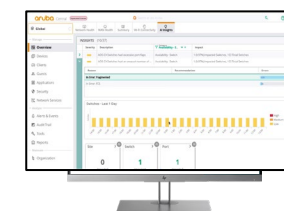
Aruba Wi-Fi 6

Dedicated SHI Customer Innovation Center technical resources certified to deliver Aruba Central demos



Aruba Switching

HPE's latest innovations across the HIT & HPE Aruba Data Center stack are deployed and available for customer engagements



Aruba Central

Supply Chain Short Term Mediation



Daily WIS(what's in stock) Inventory Sheets

Channel wide inventory analysis of HPE Aruba Networking to inform customer of similar products available in the general marketplace



Upon customer approval pull channel products into SHI warehouses for future consumption



Inform customer 3-5 times a week of product that is available in channel that matches their specs



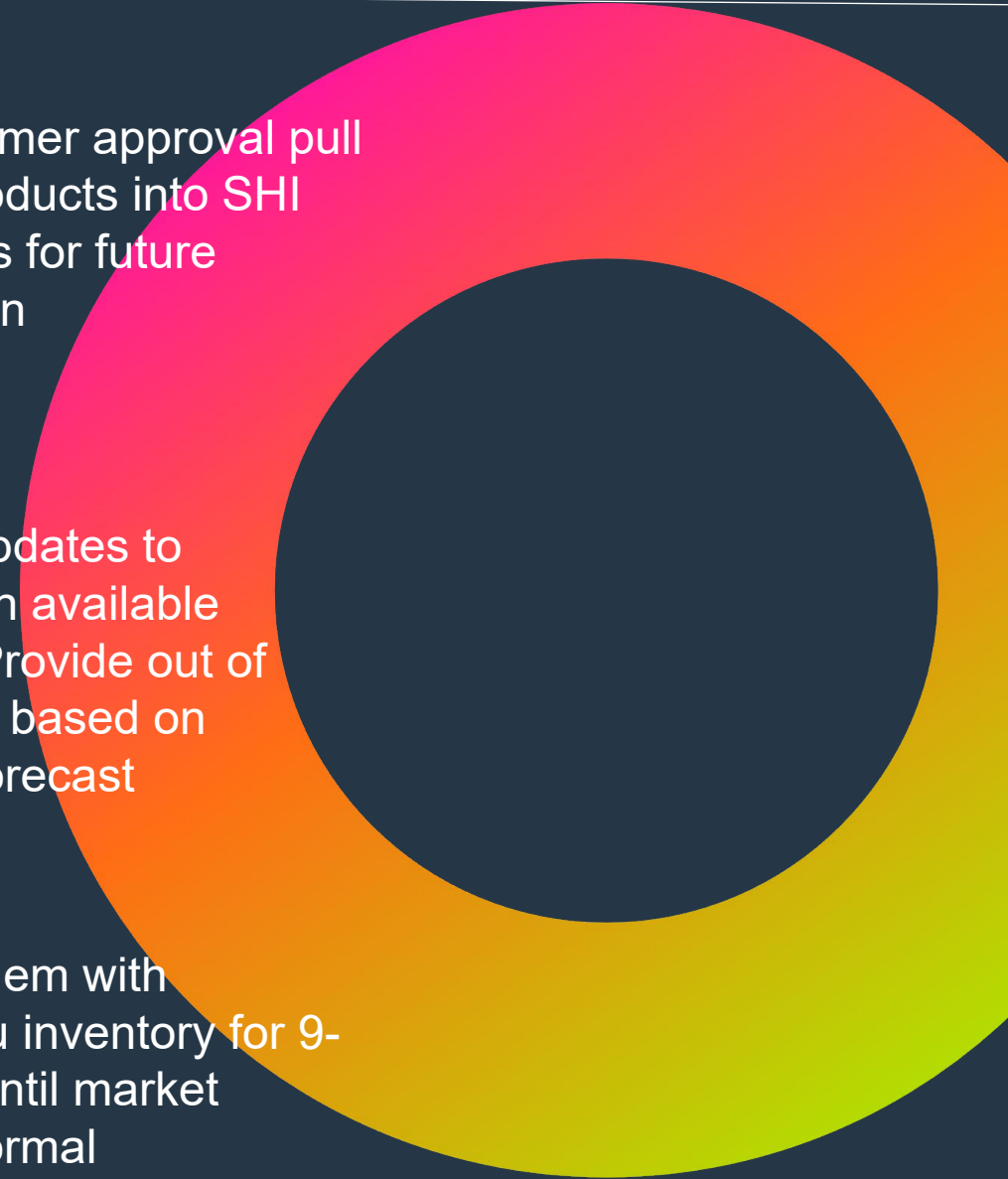
Constant updates to customer on available inventory. Provide out of stock dates based on customer forecast



Place a hold on products that appear to fit customer Standards



Work in tandem with standard sku inventory for 9-12 months until market returns to normal





Protected Customer Only Inventory

All inventory is customer specific and no other team has access to it. Online inventory portal to view customer specific SKUs



Weekly meetings with OEMs and distributors to assure supply of systems and accessories are readily available



Minimum of three to four months of protected inventory on hand at SHI



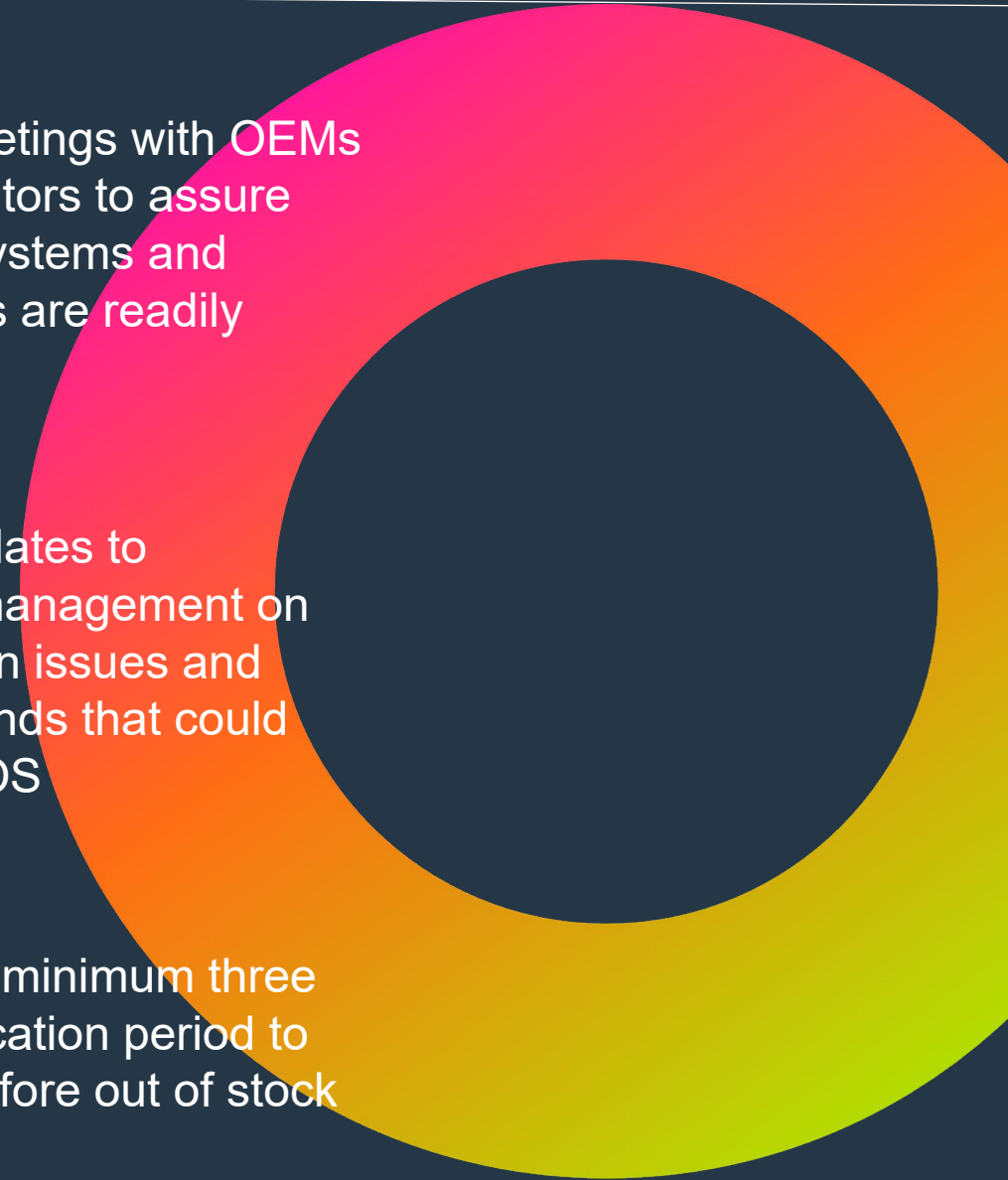
Weekly updates to customer management on supply chain issues and industry trends that could threaten AOS



Three months protected inventory at key distributors



Guaranteed minimum three month notification period to customer before out of stock issues





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