

UNIFIED COMMUNICATIONS. NETWORKING.

WE'VE GOT A SOLUTION FOR THAT.

Dear Partner,

Thank you for taking the time to learn more about ScanSource Catalyst. Our goal is to create long-term partnerships that benefit you, our valued customer. We do this by providing a suite of value-added services that enable you to scale your business without adding costs – so you can increase your profitability.

At ScanSource Catalyst, we do the ordinary things extraordinarily well. Inventory management, order processing, shipping, technical support, and financial services are basic distribution functions that we execute flawlessly, every day. Our goal is to earn your trust through consistent, reliable service. We want you to be confident knowing you can alwayscount on ScanSource Catalyst.

In addition to the basic distribution functions, we also offer value-added services that can help complement your offerings, or provide you valuable expertise on an as-needed basis. Our Custom Configuration Center configures and stages your deployments, significantly reducing your time in the field. We also offer a full suite of Professional Services including programming, assessment and survey services, technical and sales training, design services, and implementation.

Finally, we provide full marketing services to not only help you gain new customers, but also better serve your existing ones. You want business success and we want to make it happen.

Thank you for the opportunity you've given us to earn your business.


Sincerely,



Mike Ferney,
VP of Merchandising



John Gaillard,
VP of Sales



Our 600,000-square-foot warehouse boasts a shipment accuracy rate of 99.79% and ground shipments are free.

WHO WE ARE

For every situation or challenge a reseller may face, there's a ScanSource Catalyst solution. We say it. And we mean it.

- ScanSource Catalyst represents more than fifteen years of experience in the Unified Communications and Networking distribution channel.
- Our entire business revolves around the reseller.
- We offer unmatched inventory, on-time delivery, expert support, technology and sales training, even professional financial services.

These services keep your customers happy and you focused on new sales. And it's why we say, confidently: **We've got a solution for that.**

UNDERSTANDING THE CHANNEL MEANS UNDERSTANDING WHAT RESELLERS NEED.

As a sales unit of ScanSource, Inc., ScanSource Catalyst understands the channel like no other distributor. Everything ScanSource Catalyst does is designed to generate more sales for resellers. Period.

- Dedicated support and full-suite solutions.
- A sales team that knows products and technologies like the back of their hands.
- A tech support team that resolves 97% of issues in-house, before having to consult the manufacturer.
- A record-setting, on-time shipping accuracy rate, as well as innovative business growth solutions.

Cutting-edge products from world-class vendors, technology training, sales training, technical support and business growth solutions – this is ScanSource Catalyst's commitment to you.

ABOUT SCANSOURCE, INC.

SCANSOURCE, INC. (NASDAQ: SCSC) operates as a wholesale distributor of specialty technology products, providing distribution sales and services to resellers in the specialty technology markets, including automatic identification and data capture (AIDC) and point-of-sale (POS) solutions through its ScanSource POS and Barcode sales unit; voice, video and converged communications equipment through its ScanSource Catalyst and ScanSource Communications sales units; and physical security solutions through its ScanSource Security sales unit.

The Company has two geographic distribution segments: one serving North America from the Southaven, Mississippi distribution center, and an international segment serving Latin America (including Mexico and Brazil) through its distribution centers located in Miami, Florida; Mexico City, Mexico; Curitiba, Brazil; Recife, Brazil; and Sao Paulo, Brazil and Europe from its distribution center located in Liege, Belgium.

ScanSource, Inc. was founded in 1992 and is headquartered in Greenville, South Carolina.

SCANSOURCE CATALYST'S SISTER COMPANIES:

SCANSOURCE POS AND BARCODE

A value-added distributor of point-of-sale (POS) and automatic identification and data capture (AIDC) systems and solutions. The company is committed to delivering value-added services, including technical support, custom configuration, training and education, marketing and customized financing opportunities.

SCANSOURCE SECURITY

An independent, value-added distributor of identification, access control, video surveillance, and wireless infrastructure products. The company provides competitive pricing; free, two-day shipping anywhere in the US; products in stock and ready to ship from a centralized location, allowing for improved efficiency and cost-effectiveness; and highly trained sales representatives and technical support specialists with extensive product knowledge.

SCANSOURCE COMMUNICATIONS

A value-added distributor of total communications solutions, including video and audio conferencing products; telephony solutions, including Voice over IP (VoIP); and computer telephony building blocks. ScanSource Communications delivers the industry-leading video conferencing and telephony products and high-quality communications products and services resellers rely on. What's more, resellers have access to exceptional sales and technical support consultation, industry-leading education and training opportunities, custom configuration services, marketing support, and much more.

WELCOME
visitor's entrance



scansource
communications

scansource
pos and barcode

scansource
security

scansource
catalyst

ABOUT SCANSOURCE, INC.



IN-STOCK AND ON-TIME IS ONLY THE BEGINNING.

DEDICATED SALES

Your single point of contact to everything you need to see your sales through to completion. Product and technology information, assistance with quotes, system design, product specs, shipping, implementation deadlines, you name it.

BUSINESS DEVELOPMENT

We'll evaluate your business from the ground up. We'll help you become more efficient and keep your employees up-to-date on products and new technologies. We'll even direct you to new verticals. After all, we don't call this team Business Development for nothing.

MERCHANDISING

Our team maintains and grows strategic partnerships with each of our industry-leading manufacturers. We offer expert inventory management, marketing activities and partner programs designed to grow your business.

SYSTEM DESIGN

Many sales require multi-vendor solutions. Quotes can be complicated, configurations complex, and you better understand compatibility. The ScanSource Catalyst Design Engineer team offers extensive system design experience you can count on.

TECHNICAL SUPPORT

Nothing eats up valuable selling time like technical support. Rest assured knowing the ScanSource Catalyst Tech Support team's expertise and lightning-fast response is just a phone call away.

SCANSOURCE CATALYST SERVICES

Let us save you valuable time and resources. We'll help you quote and execute from the initial installation, to long-term maintenance agreements, to the professional support services your business needs, so you can focus on growing your business.

RESELLER FINANCIAL SERVICES

We can empower you with financing relationships and programs that support your growth, profitability and business success. We offer direct credit, access to leasing and flooring options, and other flexible financing options.

CUSTOMER SERVICE

Customer satisfaction is our goal. Our Customer Service representatives are available to answer all your questions regarding orders, warranties, returns, policies and more. You'll appreciate prompt solutions, from a real person, and receive dedicated service regarding your request.

PARTNER SERVICES

Growing your business and generating leads can be challenging for resellers. We offer marketing services, e-services, education, training, and more. We can help you attract attention, position your company and close more deals.

TAKE YOUR BUSINESS TO A WHOLE NEW LEVEL.

Looking to expand your knowledge, enhance your product offering or strengthen your customer relationships? ScanSource Catalyst gives you access to our great lineup of sales and technical training offers, including certification training for select vendors.

We offer training in many formats to ensure you get training when, and where, you need it.

- **CLASSROOM** – We provide a variety of training and certification courses on an ongoing basis. We can also create custom on-site training courses upon request.
- **ONLINE** – Receive virtual training at a time that suits your busy schedule.
- **WEB SEMINARS** – This training features many of the industry-leading vendor solutions we carry, as well as sales and technical training from industry experts.
- **RECORDED VIDEO/AUDIO** – Check out our great lineup of video and audio recordings. It's a great way to quickly learn about solution selling.
- **BLOGS** – Visit The Source, our online community. It's your home for having the conversations you need to grow your business.
- **ROAD SHOWS** – We take it on the road to deliver important training in cities throughout the country.



FASTPATH PARTNER PROGRAM

Creating a partnership with ScanSource Catalyst starts with a customized, phased-enablement plan. A Business Development Specialist will spend one-on-one time with you and your team to establish everything you need to succeed. Each phase builds on the last and allows us to respond to the unique needs of your company. Monthly scheduled enablement sessions guide you through the various value-added resources and services we have to offer.

- Nurturing program for newly recruited partners and new employees at current partners
- Welcome sessions: One-on-one and one-to-many
- Phased measurement of key milestone achievement
- Vendor specific knowledge transfer
- ScanSource Catalyst Value-Add Enablement Sessions, including:
 - › SMB Support and Design
 - › Enterprise Design
 - › Services Support
 - › Marketing Services
 - › Managed Services
 - › Reseller Financial Services
 - › Education





Our 30,000-square-foot
Custom Configuration Center
is a reliable solution
to maximize your resources
and minimize your deployment.

CUSTOM CONFIGURATION CENTER

The System Integration team can help you build total solutions to your customers' specifications.

This is of great benefit to you because:

ONE: IT'S LESS EXPENSIVE FOR YOU.

Research shows that we can build solutions at a substantially lower cost than what you would spend doing it in-house (30% less) or with an outside source (35% less), due to our economies of scale.

TWO: IT'S FAST.

Turnaround times are as little as two days (expedite fees may apply), and some pre-built solutions are shipped the same day.

THREE: IT'S LESS HASSLE FOR YOU.

We can handle all the shipping and send the solution straight to your end user, as if it came from you.

FOUR: IT'S RELIABLE.

DOAs are eliminated because all units are fully tested when they are integrated.

PROFESSIONAL SERVICES

Our business model is built around your business model. Well, what if you could expand your current offerings and take work off of your plate at the very same time? You can, with ScanSource Catalyst Services. You expand your value-added offerings. We provide the expertise.

DATA PROGRAMMING

We can stage and program your data equipment before shipping so that it's ready for installation upon arrival. This reduces your costs while leveraging our free shipping offer, and also helps you expand your product line and extend your coverage area. It's data services made easy!

ASSESSMENT & SURVEY SERVICES

A comprehensive evaluation is essential to successful implementation. Potential issues are identified early in planning stages reducing later unforeseen costs — hardware, lost business, time and money. We'll help you plan, test and evaluate networks that will carry VoIP or IP Video traffic.

NETWORK VULNERABILITY ASSESSMENT

This is a critical tool in providing Compliance and Security services to organizations. The assessment identifies technical vulnerabilities and weaknesses within a customer's network. ScanSource Catalyst offers the skill-set for this critical analysis and provides remediation plans to increase security posture.

SCANSOURCE CATALYST OFFERS MORE THAN COMMUNICATION PRODUCTS, we offer a business relationship dedicated to bolstering your success. Our Service Suite was created to assist you both during and after your purchase.

WHO DO I CONTACT?

CONTACT	ROLES & RESPONSIBILITIES	CONTACT INFORMATION
INSIDE SALES REP	<ul style="list-style-type: none">• Primary contact• Price quotes, product recommendations, order entry, shipping management	800.790.2029 ext. 4018 8:00 AM – 8:00 PM EST John Gaillard, VP of Sales ext. 4831
BUSINESS DEVELOPMENT REP	<ul style="list-style-type: none">• Strategic growth contact• Business assessments• Assistance with vendor certifications government, education and healthcare	800.790.2029 Craig Johnson, Director of Business Development ext. 4231
TECHNICAL SUPPORT TEAM	<ul style="list-style-type: none">• Pre- and post sale support• Assistance with configuration tools• Avaya ECG Design Team	800.790.2029 Avaya Partner ACS ext. 4004 Avaya IPO ext. 4082 Avaya CM ext. 4028 Data/OEM products ext. 4052 Monday-Friday 8:30 AM – 8:00 PM EST
CUSTOMER SERVICE	<ul style="list-style-type: none">• Returns processing• Manufacturer warranties	800.790.2029 ext. 4049 8:00 AM – 8:00 PM EST
RESELLER FINANCIAL SERVICES	<ul style="list-style-type: none">• Financing options including credit, leasing, secured credit and working capital	800.790.2029 ext. 4007
PARTNER SERVICES	<ul style="list-style-type: none">• Marketing services• Custom Configuration Center for hardware and software system integration• E-Services• Audio/Visual	866.370.6712 Marketing Services CCC E-Services Audio/Visual
PROFESSIONAL SERVICES	<ul style="list-style-type: none">• CM and IPO programming, updates, testing and pre-registration• Custom quoted Call Center, Messaging and CTI applications• Data product assembly, programming, upgrades, licensing, testing and labeling• VoIP assessments• WiFi Mobility virtual and on-site surveys• End user and system admin training`	800.790.2029 ext. 2524
ACS SUPPORT	<ul style="list-style-type: none">• Avaya maintenance quotes• Channel service agreements• Implementation service	800.790.2029 Maintenance ext. 8613 Implementation ext. 8752
EDUCATION MANAGER	<ul style="list-style-type: none">• Technical and Sales Training	800.790.2029 ext. 8714 Marty Bullen
PARTNER ENABLEMENT	<ul style="list-style-type: none">• Nurturing program for new partners	800.790.2029 ext. 4334 Chris Gubitose