

### QUICK FACTS

- MBX Systems is 100% focused on server appliances and dedicated computing and storage solutions for OEMs and ISVs (Independent Software Vendors)
- The company was founded in 1995 under the name of Drive Express to sell hard drives to consumers; it evolved to Motherboard Express in 1996 to encompass components for the entire PC
- MBX Systems was established in 2000 and helped pioneer the server appliance model
- MBX corporate headquarters / manufacturing facility is located in Wauconda, IL, 37 miles northwest of Chicago

### CUSTOMER PROFILE

- Leading technology companies in more than 40 vertical industries choose MBX as their hardware partner
- Largest vertical markets: archiving, network storage, storage virtualization, data and network security, SaaS, voice over IP, communications and messaging, content management, network monitoring, telecom, video production, video on-demand, digital audio recording, spam filtering, and medical/HIPAA
- Currently more than half of the Top 25 customers have worked with MBX for four or more years
- 100% of customers completing Quarterly Business Review surveys in 2009 stated that the Overall Value and Quality and Technical Support experience with MBX either met or exceeded expectations

### Highlights

- MBX is a premier manufacturer of custom-branded appliances and dedicated computing and storage solutions
- Manufacture systems for more than 40 vertical markets
- Over one-half of the Top 25 customers have worked with MBX for four or more years
- Selected 2010 Hot Technology Companies Finalist, Network Products Guide
- Warranty coverage up to three-years on all MBX assembled systems

### GROWTH AND PROFITABILITY

- MBX has maintained consistent revenue growth and profitability in its 15-year history, with double-digit growth forecasted for 2010
- Production capacity tripled in 2009 with a facility expansion that doubled the company's overall physical size

### MANUFACTURING

- Products are assembled exclusively in the US using components from Tier 1 hardware manufacturers including Supermicro, Intel, Adaptec, LSI, Seagate, 3Ware, AMD and Western Digital
- Recertification to ISO 9001:2008 standards achieved in 2009
- MBX has the ability to stock base units and convert to multiple platforms

### CREATIVE SERVICES

- In-house branding specialists and CAD engineers provide comprehensive and rapid design capabilities
- Ability to custom brand shipping cartons, CDs/DVDs, data sheets, invoices, packing lists and other inclusions

### ENGINEERING SUPPORT

- Platform engineers design, build and document each prototype for exact replication in production orders
- A staff of experienced open source, Microsoft and Linux (Suse, Redhat, Ubuntu, Gentoo, Debian, and more) engineers are available to assist customers with complex requirements
- Product certification assistance to meet specialty or specific country certification requirements

### QUALITY METRICS

- PC-Doctor Network Factory used for production testing and managing customers' system information
- Six Sigma training implemented for process improvements in lean manufacturing
- Quality defect-free ratio of systems built in 2009 was 98.06%

## COMPREHENSIVE SUPPORT SERVICES

- Warranty coverage up to three-years on all MBX-assembled systems
- Lifetime toll-free telephone technical support located in the US
- Optional on-site global support and 24/7 technical support
- RMA stocking program in US and Europe (coming to Asia-Pacific) with cross-shipping for rapid replacement

## COMPLIANCE, CERTIFICATIONS AND ASSOCIATIONS

- 2010 Hot Technology Companies Finalist, Network Products Guide
- 2009 Stevie Award Finalist, Most Innovative Company
- 2008 START-IT Award runner up, Manufacturer of the Year
- Intel Channel Partner Premier Member, 2001 to date
- Microsoft Gold System Builder and member of the Microsoft Partner Program
- Pre-certified platforms support standard certification requirements: CE / FCC / UL / CSA / RoHS / WEEE

## INVENTORY MANAGEMENT AND DISTRIBUTION

- MBX deploys appliances from warehouse facilities at the US headquarters and in the Netherlands
- Asia-Pacific warehouse and distribution facility in 2010
- Stocking agreements offered for complete and/or semi-configured systems, trial management and RMA inventory including forward stocking for next flight out
- Stocking agreements are not required; appliances can be manufactured on-demand
- Realize maximum monthly/quarterly revenue by shipping until midnight on the last day of every month

### MBX VISION

Our vision is to enhance and grow our premier position in the OEM Appliance/ Dedicated Computing market. We are committed to operational excellence, to impeccable quality, to a world-class customer experience, and to being known as a great company.

## COMPANY DIFFERENTIATORS

- Dedicated program managers and platform engineers maintain ongoing responsibility for individual customer accounts
- Scalable production capabilities to manage small runs through large-scale manufacturing
- Most extensive standard warranties in the industry
- Company culture promotes quality as the primary focus, with a mission to build customers into raving fans
- Most flexible options for branding and platform configuration in the industry



**MBX**  
systems

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