

We bring  
the future  
within reach



Celebrating **20** Years of  
STRATEGY SOLUTIONS SERVICES SUCCESS





“Greatness is always an  
overnight success that  
took 20 years”

— Jim Collins, GOOD TO GREAT

In an industry where change occurs at lightning speed, twenty years is an eternity. Companies and technologies have come and gone. But for twenty years, Inacomp has worked with its partners and clients to create innovative, customized systems crafted with two primary factors in mind — The needs of people, and the needs of businesses. And we have built a great company in the process.

Behind every product we sell, behind every system we design, behind every solution we propose is a simple but significant philosophy: It isn't up to people to meet the demands of technology; it is up to technology to meet the needs of people.

**The result: Customer satisfaction. Customer loyalty. And that most coveted of commodities in the world of business: Trust.**

Inacomp's clients know that we can be relied upon to deliver the right answers to their individual challenges, at the scale and price that are right for them. We're the company that they turn to first for answers, and first for innovation. We're the company that, for the past twenty years, has been their partner in success. We know that greatness is based upon understanding, not bravado; we've left the over promising, overcharging, under delivering, and under servicing to the other guys, and made a completely client-centric approach the core of our business.

I'm proud of our achievements over the past two decades — the roster of satisfied clients, and their many success stories; our tradition of innovation in our field; our first-class product offerings; our top-notch team of talented, dedicated professionals. As I look into the future, I look forward to putting Inacomp to work for you, doing what it does best — providing the right solutions to maximize your success.

On behalf of the entire Inacomp team, I'd like to thank you for making us a recognized leader in the technology and information management industries. It's been great working with you for the last twenty years — and we're looking forward to delivering to you the best strategy, solutions, and service the next two decades can offer.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Kanan". The signature is written in a cursive, flowing style with a long, sweeping underline.

Michael Kanan

# Inacomp.

## Bringing The Future Within Reach

**An engineer discovers a significant process improvement.**

**A teacher accesses new, powerful instructional tools.**

**An accountant discovers a cost-savings opportunity.**

**A child finds the answer to a science problem.**

Behind it all: Technology that works. Technology that meets human needs, and answers human challenges. Technology provided by Inacomp — if you didn't know, we are the company that created the retail computer industry.

Back in the age of the PC's infancy, Inacomp sold the very first IBM, Compaq, HP, and Apple computers in the retail market, creating the distribution model for hardware and software that is followed to this day. Since then, Inacomp has evolved and has proven its ability to provide custom-tailored computer and networking services that work, from the elementary school classroom to the corporate boardroom. For two decades, Inacomp has been in the innovation business. And as we enter our third decade, our commitment to your success is stronger than ever.

We learned a long time ago that it is not enough to simply provide hardware, software, and networking capability. Even more important: The vision, depth, innovation, and expertise that Inacomp people can provide. The knowledge to build systems perfectly suited to the tasks at hand. The insight to craft them with usability, flexibility, and reliability as primary considerations. And the vision to create them with an eye towards further growth, innovation, and evolution. Solutions suited to today, and tomorrow. All backed by a dedicated, professional team committed to providing you with the support you need — whenever and however you need it.

*"Inacomp's technical engineers are outstanding! They look out for our best interests, even when they're not necessarily in the best interests of Inacomp." — Scott Fuzer, Volkswagen Credit*





*"Starting a new business with all of the related pressures and worries is always difficult; being able to rely on the experience and knowledge base of Inacomp really helped get me through those tough set up times. Now, we have a great system installed and working smoothly. The few times there have been issues, Inacomp personnel have reacted promptly, courteously and corrected the concerns."*

**— John M. Polizzi,  
John Bernard LLC**

# Strategy

Thinking first. Thinking fast. Thinking clearly.

**From the moment you begin to work with Inacomp, you'll notice that we do things a little differently.**

Your Inacomp representatives take the time to listen, to learn, to understand. To get a firm handle on your unique business and its needs, and carefully analyze the solutions that might be right for you. And to make recommendations driven by your needs and goals rather than our profit margins.

**It's a different way of working. And it's one that works well for both of us.**

Working closely with you in your project's initial stages, taking the time to gain a complete understanding of your business' unique characteristics, and recognizing opportunities for innovative approaches to your challenges, is what separates us from our friendly competitors. We take pride in the extra steps we take to forge a solid bond of communication and understanding. The results: The right solutions for you and your company. Peace of mind for you, and a long-term working relationship for us.

Inacomp's client-centric focus starts from the top down. Members of Inacomp's senior management are closely involved in your projects, providing vision and oversight throughout the entire process—from early consultations, through order placement, through deployment, and during any subsequent support services. Ensuring your absolute satisfaction is our highest priority — it's the basis for a long and successful working relationship, and the foundation of our success. It is our aspiration to make your company our client for life, and no less than our absolute commitment to you can make this happen.

Our client service representatives at all levels share this customer-centric orientation. As highly trained, experienced, empowered professionals, they are entrusted with the task of ensuring that each aspect of the solutions we provide precisely meets your needs today, and is tailored to fit your continued growth and changing requirements. Today's technology solution is only as good as its applicability tomorrow—you need solutions that make sense now, and in the future. At Inacomp, we take a proactive, long-term approach to this crucial planning stage, working with you to determine how your needs are likely to evolve in the coming years, and making product and service recommendations that are right for you.

*"Our Inacomp representatives are very responsive and easy to communicate with. We speak the same language and they deliver on their promise each and every time." — Gerald Schunder, Volkswagen of America*

# Solutions

The right products. The right technology. The right results.

It's every company's technological nightmare: You expend countless hours, dollars, and energy in building what seems to be a robust, flexible information management infrastructure—only to find that the system that looked so good on paper isn't flexible enough to evolve with your changing needs. Or worse, that it doesn't meet your needs at all.

**Plainly put, this is what doesn't happen when you work with Inacomp's Managed Services team.**

Inacomp specializes in providing best-of-breed products from top-tier manufacturers — names such as Hewlett-Packard, Cisco, Microsoft, Gateway, LexMark, and IBM, whose products' demonstrated excellence meet our rigorous standards for quality, reliability, flexibility, and cost-effectiveness. In addition, we pride ourselves on being among the first to recognize, research, and adopt innovative solutions from other vendors, and apply them as appropriate—but only once we're certain that they measure up to the same high standards.

At Inacomp, we strive to make your technology purchasing risk-free. **We believe that you don't pay for effort — you pay for results.** Consequently, you're assured of receiving top-quality products at competitive prices, all carefully chosen for interoperability, effective integration with existing systems, expandability/adaptability, and suitability for your particular purposes, needs, and objectives. You can be certain that your company is receiving the focused attention of specialists whose in-depth knowledge of the products and systems to be deployed ensures their suitability and reliability.

**In short, it's called "getting it right the first time." And it's what we do best.**

Inacomp's vast technological expertise covers a comprehensive array of products and services geared to the needs of today's business, provided either singly or as a component of a comprehensive managed services program. Some of the core products and services we provide include:

Managed Services

Computer Sales & Service

Mobile Computing

Web Filtering

Workgroup Applications

Wireless Connectivity Products & Services

Productivity Enhancement Tools

Custom Networking & Connectivity Solutions

Consultation & Training

System Installation

Data Security Solutions

Computer Maintenance & Programming

Hardware Specifications & System Integration

Document Imaging Applications & Services

Outsourcing

Custom Cabling Solutions

Large-Scale Integration Products

Factory Authorized Service Providers

# Service

## Outstanding Service. Outstanding Results. Inacomp Technical Services

A lot of technology services companies talk a good game when it comes to customer service, especially after the sale; claims of excellence are as abundant as the companies themselves. But Inacomp and its managed services arm, Inacomp Technical Services, have the facts to prove it. Whether measured in terms of our uniformly high levels of customer satisfaction or the comprehensive training and certification procedures undertaken by our team of engineers, Inacomp is clearly leading the way.

The loyalty of our company's clients speaks for itself — many have grown alongside us during the past twenty years — this is a key indicator of Inacomp's success in providing top-tier service. Inacomp has been designated a "preferred managed services provider" by many outstanding clients, including Volkswagen of America—technologically-savvy, fast-paced organizations who know they can count on Inacomp's team to help them set the pace of change. Our highly-skilled personnel are armed with the subject-specific knowledge it takes to continually exceed client expectations. **Once again; our clients don't pay for effort — they pay for results**, and we have been rewarded with their unswerving loyalty.

Inacomp's commitment to service excellence is demonstrated by the high standards of education and experience we set for our team members. Inacomp team members are required to be certified in the technologies they support—i.e., A+, IBM, HP, LexMark, Websense, Gateway, and Cisco to name a few—as well as holding necessary certifications such as MCSE, CNE and CCIE as appropriate.

Inacomp's commitment to learning extends company-wide. Before knowledge sharing was a buzzword in industry publications, it was a way of life at Inacomp. In our view, knowledge and education are key differentiating factors which set our staff—and the services they provide—apart from our competition. Our commitment to the continual training and development of our staff is your guarantee of unparalleled expertise, as we work with our key partners to ensure their access to the most up-to-date information and knowledge resources.

Couple these factors with a commitment to clear, open communication with your staff at all levels, the involvement of Inacomp senior management in the planning and execution of your company's specialized solution package, and Inacomp's commitment to the establishment of synergistic long-term client relationships, and you've got unbeatable customer service. This means exceptional results for you!



# Success

Your Success – Our Satisfaction

**How does Inacomp measure success? Not through effort — through results,** as measured by the success and satisfaction of our clients.

Twenty years' worth of creating lifetime clients can hardly be summarized in a document such as this. Still, one or two of the win/win relationships we've established in the corporate and educational realms serve as good examples of the Inacomp way of doing business—accomplishing the exceptional, every time.

*"Inacomp lets me focus on our customers' needs without roadblocks. They trust my judgment and abilities, letting me get what I need to get done for our customers."*

– Charlene Zieger, Inacomp

## SUCCESS STORIES

### **Chippewa Valley Public Schools**

Chippewa Valley Schools teachers, administrators, parents, and students aren't content to settle for anything less than a first-rate, technologically-rich learning environment — which is why they turn to Inacomp.

In their aggressive pursuit of leading-edge educational solutions, district decision makers called upon Inacomp to deliver the hardware and networking know-how it takes to create a completely "wired" school district. Inacomp's answer: thousands of brand-new PCs connected via a proprietary fiber optic network deployed throughout the district's technology center, administration facilities, and all elementary and secondary schools.

Technological teaching tools are only worthwhile, though, if students and teachers have ready access to them. Inacomp, along with district IT personnel created the ideal solution: "mobile computer labs" in the form of carts equipped with sixteen wireless-enabled laptops, ready to be deployed in any classroom on a moment's notice. Roll them in, turn them on, and the learning begins.

A school district which has spent \$47 million on technology, in which every school has its own computer labs and websites, in which every classroom has PCs, clearly understands the value of a tech-enabled education. And that's why when it came time to undertake the largest NT to Windows 2000 migration in Michigan in 2002, Inacomp is the technology integration company that the Chippewa Valley school district trusted to complete such a monumental task.

### ***Volkswagen of America***

What does it take to remain successful as one of the world's leading automobile companies? Volkswagen of America knows—and technological adaptability, usability, reliability, and versatility are a big part of their answer. That's why Volkswagen of America has designated Inacomp as a preferred solutions provider.

In 1984, Inacomp sold Volkswagen of America its very first desktop PCs — seventy-five of them to be exact. Since then, this winning relationship has expanded to include a broad range of products and services to this leading-edge automaker as part of its managed services program: server management, desktop asset management, software management, hardware sales and leasing, upgrades, installation and removal, end-to-end wiring, help desk and second-tier desktop support augmenting VW's own team.

Quality, reliability, capability, and knowledge are the yardsticks Volkswagen of America cites in its selection of an IT services firm — and the company has been sufficiently satisfied with Inacomp's second-to-none services to deem it Volkswagen's preferred provider.

### ***VW Credit***

Deployed throughout VW Credit's facilities are a multitude of laptops, desktop PCs, and servers which serve as the essential nervous system of this leading-edge organization—machines used by VCI people for the essential creation, modification, and transfer

of the millions of vital data and communications documents which keeps the company running. Who does VW Credit turn to for configuration services, hardware recommendations, and for consultation on server and desktop issues? Inacomp.

Since VW Credit's establishment, Inacomp has worked hard at keeping the company at the cutting edge of technology, identifying and deploying the right technological solution the first time. It's a challenge and commitment that Inacomp continues to meet, and continues to pass with flying colors—delivering purpose-suited solutions which continue to be met with rave reviews.

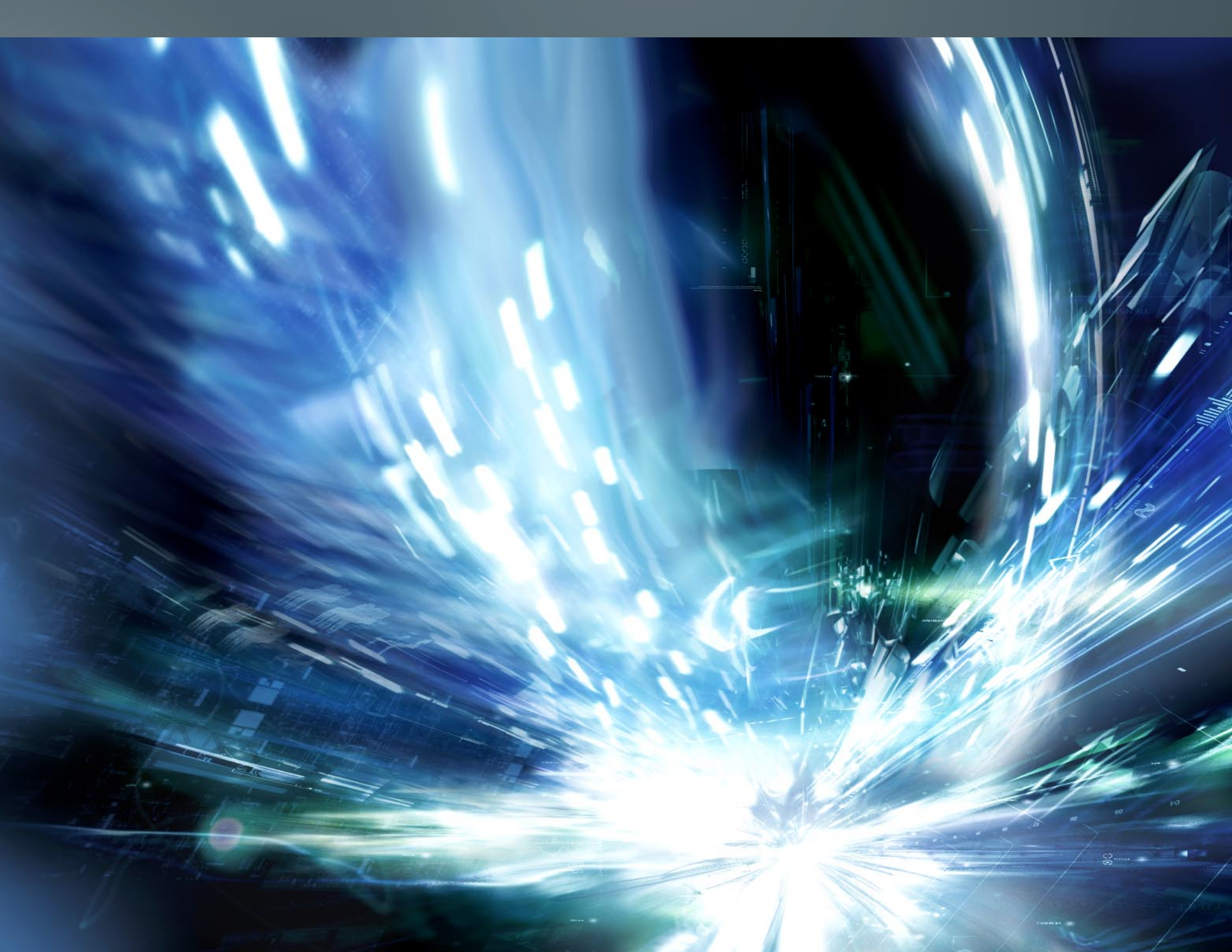
### ***Lucid Financial Services***

Small businesses in America are founded with big goals in mind — but all too often, with only limited financial means available to achieve them. Such was certainly the case with Lucid Financial Services, an innovative financial planning and investment firm which sought to leverage the strengths offered by the latest internet technologies.

Other IT service providers may have taken a look at Lucid and seen the limitations, but Inacomp saw the opportunities. Senior Inacomp team members worked closely with Lucid's management to carefully assess the firm's needs and goals, and then to determine the technologies available to meet them. The result — working with Inacomp, Lucid was able to quickly deploy a remote server capable of handling robust web-based applications used simultaneously by hundreds of users.

At the same time, Inacomp created a local network and development server for Lucid which enabled the seamless and secure transfer of data to the remote server as well as within the company — a system sufficiently versatile and reliable to function optimally with only minimal involvement by technical staff. Inacomp's reasonable pricing, expert needs analysis, and responsive service resulted in a system which successfully met the needs of ambitious aspirations on a modest budget.







**Ready to reach for the next level of information technology excellence?** We're here to help you. Inacomp and Inacomp Technical Services are your source for best-of-breed technology and information management solutions.

If you'd like to receive further information or to consult with an Inacomp representative, contact us at:

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**[www.inacomp.net](http://www.inacomp.net)**

Inacomp is pleased and privileged to give back to the communities who support us and who are the basis for our strength. We are proud to have offered our support to the following non-profit organizations.

"We are here foundation"  
"Cystic Fibrosis Foundation"  
"Family Independent Agency"  
"Barbara Ann Karmanos Cancer Institute"  
"Light House"  
"Salvation Army"  
"Mother Waddles Perpetual Mission"  
"Capuchin's"  
"Adult Well Being Services"  
"FOCUS: HOPE"  
"Turning Point"  
"CARE"

