



COMPANY PROFILE

IRON is a leading provider of purpose-built, application-specific, server-appliance and embedded systems platforms. We provide product lifecycle management services for networking, storage, cloud, security, medical and communications markets worldwide. Our team is best known for our innovative customer specific solution design, integrations, supply chain management expertise, and unique deployment capabilities – all backed by global technical support and maintenance services.



Expertise in delivering end-to-end Turnkey OEM & cloud infrastructures

Optimized Platforms designed to reduce time to market

Custom Design employing a holistic approach to meet specific requirements

Custom Integration to build products that meet customers' specifications

Global Logistics to help streamline shipment and reduce supply chain risks

Unified Support a single contact for deployment, 24x7 support and services

Lower total cost of ownership

Corporate Overview

About IRON

Iron Global is an innovative, customer-focused provider of custom computing infrastructure platforms including network servers, storage, OEM/ODM appliances, & embedded systems.

For more than 15 years, customers have trusted us for our innovative problem solving combined with our “IRON Holistic” business model for design, engineering, supply chain management, integration, forward/reverse logistics, and global support services.

IRON Advantage

We work closely with our OEM customers freeing up the valuable resources you need to focus on innovating in your market and generating profits.

- Our Platforms: Designed to provide a unique approach to supporting medium to large-scale application deployments, our platforms achieve a proven advantage in the areas of open standards, ease of deployment; accelerated time to market, lower TCO and improved business efficiency.
- Our Services: Our comprehensive suite of services give you access to new markets, customers, partners, technologies and programs all designed to increase your revenue. IRON can help you gain a competitive advantage and exceed your expectations for end-to-end OEM solutions.

Corporate Snapshot

IRON offers everything our customers need to deploy their application as a complete platform solution.

- ❖ Founded in 2002
- ❖ Headquarters in Fremont, California
- ❖ ISO-9001:2015 certified
- ❖ Regional offices in:
 - Dallas, Texas
 - Leicester, UK
 - New Delhi, India
- ❖ More than 100 OEM customers worldwide
- ❖ 30 HW & SW Engineers
- ❖ Global presence via VAR/VAD channel
- ❖ Manufacturing partners in Germany & Shenzhen, China

“IRON helps design and build, infrastructure deployment platforms that is easy to deploy and scale. IRON has deployed solutions for some of the most demanding and secure network infrastructures in the world, including extensive deployments at facilities within the military and intelligence communities. “

*Harvey Bath,
VP Operations & Finance*



One-Stop Turnkey Solution

Complete Product Lifecycle Management

Managing the lifecycle of hardware platforms is a challenge whether you do it in-house, or outsource it. IRON provides complete lifecycle management services, including managing components, bill-of-materials, procurement, inventory, and eliminating dreaded end-of-life issues. This cradle-to-grave approach ensures our customers have the flexibility to not only compete, but thrive in an ever evolving market.

New Product Design & Project Management

IRON provides dedicated in-house project management support to direct every OEM platform project from development, through fulfillment and support. Our services include managing the design effort, mock-ups, 1st article production, first customer shipment, release to volume manufacturing, and managing manufacturing schedules. Our services are designed to produce a faster to market cycle. Earlier to market results in an improved market share and profit margins for our customers.

Integration, Testing & Quality Services You Can Count On

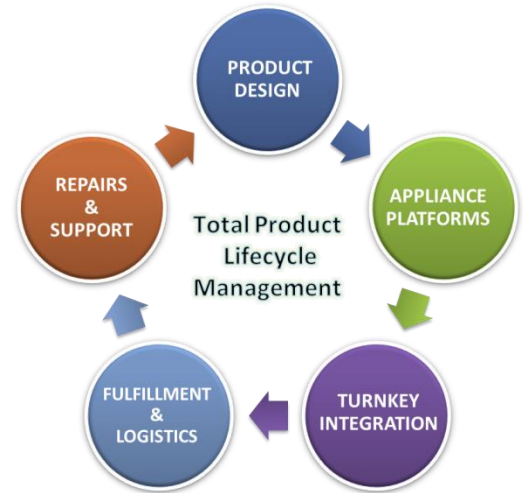
IRON is an ISO 9001:2015 certified manufacturer with a deep commitment to quality. IRON has the manufacturing capacity to handle your platform business whether you plan to ship tens, or thousands of units per month. IRON provides unique forecasting, software image control, engineering change order, custom configuration management, software builds, and image loads for every OEM platform. This allows your product development resources to focus on developing new products and confidently leave the rest to us.

Direct Order Fulfillment, Warehousing & Global Logistics

All IRON OEM customers are provided with an easy-to-use order management portal to manage their inventory assets and shipments. The end result is a closer supply to demand modeling tool which provides a shorter product lead-time and significantly increases material turns.

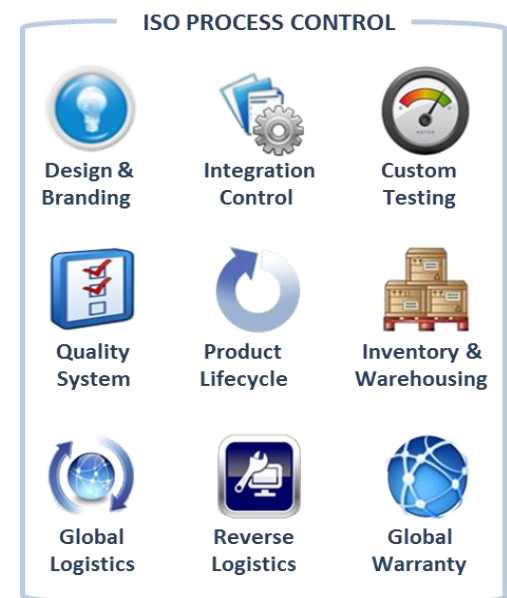
Reverse Logistics - Extended Warranty and Repair Services

Tracking warranty status, and providing warranty and non-warranty repair services are challenging for many solution providers but not for IRON. We provide a complete set of services in this area, including hardware and software failure analysis, warranty replacement services; depot repair, refurbishment programs, and system upgrade programs. Our customers enjoy the benefits of increased end-customer service while at the same time reducing inventory excess and obsolescence.



YOUR SUCCESS: ONE STOP SOLUTION

IRON offers everything modern software developers need to deploy their application as a complete platform solution.



We help OEMs, ISVs and Service Providers create market-leading solutions



List of Services and Support Options

DESIGN SERVICES

Chassis Customization

Concept Design & CAD Modeling
Prototyping and FA Builds

Branding Services

Bezel (Sheet Metal & Plastic)
Chassis (Paint, Silk Screen)
Disk, DVD (Labeling & Packaging)
Shipping Box, Packaging Labels

HW Engineering Services

Systems Requirement Analysis
Bill-Of-Material (BOM) Creation
Configuration Management
Multi-Vendor Roadmap Planning

New Product Introduction

Dedicated NPI Teams
Program Management

Reliability Testing

Duty Cycle Testing
MTBF Analysis
Thermal and Humidity
Packaging - Shock, Vibration & Drop

Regulatory Compliance

EMC, FCC, CB, CE, UL
Global Testing & Certifications

SW Engineering Services

Software Image Creation (Linux)
Software Image (Win Embedded)
Test Script Development
Appliance Deployment &
Management Tools Development

SUPPLY CHAIN SERVICES

Supply Chain Planning

Material Management
Forecast Management
Inventory Management
EOL Items Management
AVL Item Management
Long Lead Items Management

BOM Cost Management

Multi-Vendor Costing
Quarterly Pricing Review

Forward Logistics

Direct Order Fulfillment (DOF)
Global Export Management

Warehousing Services

Customer Owned Inventory
Consigned Inventory
Bonded Inventory
Extended FGI Storage
USA, Europe, Asia Locations

Financial Services

eBilling
Extended Billing Terms, Leasing
Open Credit Limit
Flooring Terms
EDI / XML Integration

Portal Access - Live

Inventory Reports
Material Planning Reports
Quality Reports
Product Test Status Reports

INTEGRATION SERVICES

Integration Types

Kitting Services
Complex , Small-Mid-Large Lots
System Level Assembly
Full Rack Assembly

Assembly Services

BIOS/Firmware Upgrades
Asset Tagging & Serialization
Custom Labeling
Asset Life Management
Custom HW/SW Configuration
Custom Packaging

Testing & Imaging

Component Level Testing
Functional Testing
Reliability/Burn-in Testing
Reliability/Chamber Testing (35°)
Linux/Windows Testing Tools
Software Imaging - Disk/System
Pre-Ship Staging Test
Test Log Audit Reporting
Quality Yield Matrices/Reporting

MFG Engineering Services

Mfg. Process Documentation
BOM Change/Revision Control
Documentation Change Mgmt.
Change (ECO) Management
Secured FTP for Image Mgmt.
Secured VPN Access

Global Locations

USA, Europe & Asia Facilities

SUPPORT SERVICES

Repairs - Warranty Programs

Standard 2 & 3 HW Warranty
Extended 5 Year Program
Return Repair Depot (USA)
Return Repair Depot (Global)
Returns ECO Managements

Repairs - Specialized Programs

Multi-Tier Ticketing System
Depot Spare Program
Advance Replacement (Global)
Re-Certify/Refurbish
Evaluation Pool Management
Trade Show Pool Management
Upgrade to newer BOM
Asset Tracking (Changes)
Contract Renewals

Field Support Services

Last-Mile Repairs (Global)
Last-Mile Spare Program
Last-Mile Professional Deployment

End-Of-Life Services

De-Kitting / Reclaim Components
Retirement Services
Recycling Service

Technical Support Help Desk

Phone/Email Help Desk
24x7 Help Desk Staff (Global)
Remote Deployment
Field HW/SW Upgrades
Website Ticketing Portal
Multi-Tier Ticketing System

What we make, Makes a Difference



Dell OEM Server
& Storage Appliances



IRON OEM Commodity
Server & Storage Platforms



Certified Storage & Rack-n-
Stack by IRON OEM Test Lab



Product Life Cycle
Management Services



One-Stop Outsourcing
Design, Logistics, Services

New IRON Global OEM Service

Importer-of-Record (IOR) Service	90 Countries (EU VAT Deferment)
Forward Stocking Locations (FSLs)	661 Available – 146 Active
4-Hr and Next Business Day (NBD)	Last-Mile Support 59 Countries Active
Last-Mile Product Installation	90 Countries
Proof-of-Concept (POC) Management	Global Carnet Services – No VAT required

In the past year IRON Global has introduced many new OEM Services.

Importer-of-Record (IOR) Services for 90 countries. Iron can provide complete IOR services that include the Pre-Payment and Reclaim of VAT, GST, Duties, and other brokerage fees required to import computer hardware globally. The services eliminates the complexity of expanding globally and guarantees committed service levels agreements to locations globally. For the 28 EU countries there is VAT deferment program through our gateway hub in The Netherlands that allows products to be shipped without delays in customs associated with VAT payment and recovery. Cost is minimized, cash flow is improved and your customer has products faster.

As part of our Global Services offering, IRON Global provide parts stocking (Forward Stocking Locations – FSLs) in 661 cities around the world. There are currently 146 of these locations stocked to support new and legacy products and include the full coverage of support for all third party add-in cards and accessories.

In conjunction with the FLSs there is a trained staff of over 12,000 service technician provide 4-hour and next-business-day (NBD) support in the 90 countries. Fifty nine (59) countries currently have active service contracts being support and more locations and countries are being added each month.

Utilizing the trained service technicians Iron is also provides new site installations and product deployment in the same countries.

With these services Iron provides comprehensive management of Proof-of-Concept (POC) pools of products in each region. These can be dispatched to customers requiring a Try & Buy Evaluation and full Proof-of-Concept for the application or appliance they are testing prior to purchase. The logistics to support the POC process are detailed and in place for the forward (outgoing) and the return (reverse logistics). Full carnet services are in place to insure that products move quickly, have NO VAT due going in or coming out in the return process.

To manage and report in real time the logistics, service, field replaceable units (FRUs) inventory, Iron has implemented a turn-key software portal built on the Salesforce platform that allow each customer to view in real-time all service events, assignment of FRUs to repair locations, the return of parts and the activity and service notes of the last-mile service technicians.

The service stock and planning is managed forecasted using the industry leading Baxter Planning System to insure that the minimum amount of inventory is stocked globally to insure timely support for products.

To fully automate the flow of information, Iron is connected through EDI and other electronics means to customers and suppliers. The EDI information is received and automatically integrated into the logistics order tracking system (LOTS) processing that is connected to the Microsoft AX Dynamics ERP system to insure full order processing, PO and SO processing, and the Invoicing for services and hardware. These systems are also driven by the Arena PLM system and the internally developed OPChain360 production management and shop floor tracking systems. Many customers now rely on our fully automated processes and systems to provide all service management, BOM and ECO management, Asset Management, and comprehensive quality and service data reporting.

Iron assists customers to scale quickly, go-to-market faster, and manage their products and services seamlessly. Iron provides a full Back-End-as-a-Service solution to companies and startups who are driven by engineering, sales, and marketing efforts. They leave the operations to Iron.

Ready to Ship, Pre-Certified Turnkey Hardware Platforms

Large Portfolio of Server-Appliance and Embedded System Platform

IRON has the expertise and services to deploy your application as a complete hardware appliance. IRON offers a wide range of pre-certified, custom-branding ready physical form factors to help you rapidly bring a specialized custom solution to market.

Rackmount Servers Appliance Platforms

IRON offers the largest selection of OEM ready Server configurations in the market. Our platforms are optimized for leading-edge x 86 technologies with outstanding performance, IO, reliability, memory scalability and support for Intel™ and AMD™ processor technology.

Telecom Server Platforms – NEBS Certified

IRON offers DC powered servers to solve complex design, integration and deployment problems with support for telephony boards, multiple processors, including redundant RAID and PS options.

Network Storage Appliance Platforms

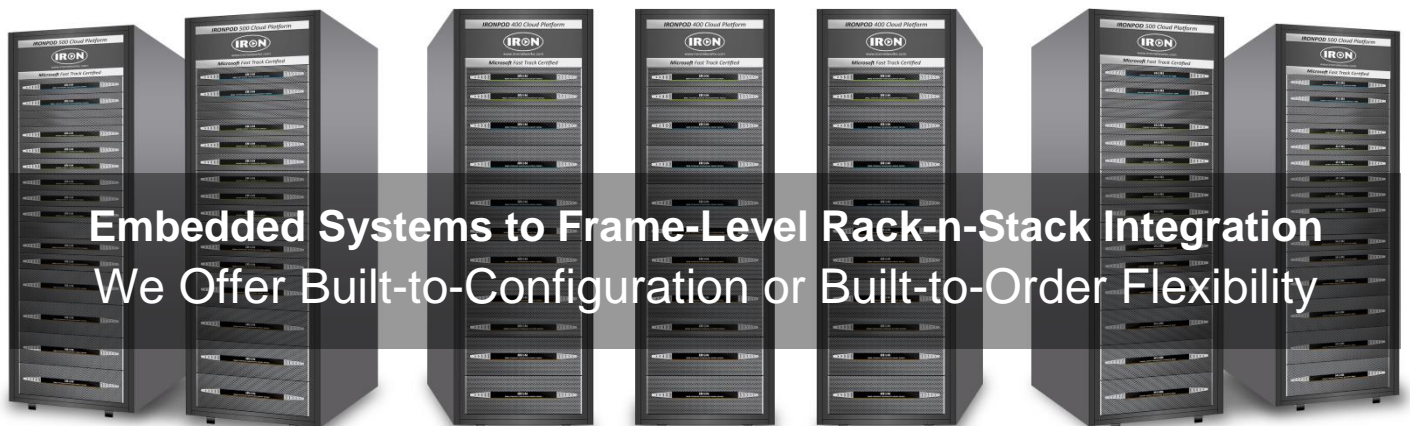
To achieve the perfect balance between capacity and performance, IRON offers a comprehensive line of unsurpassed multi-terabytes storage solutions.

Blade Chassis Servers Platforms

IRON next generation enterprise ready blade servers are designed with high performance, computation density, reliability, availability, power, and cooling efficiency in mind while offering wide range of system configurations.

Frame-Level Rack-n-Stack Integration: Total Rack and Cabinets

IRON offers complete design, verification, staging, assembly, test and shipping of fully assembled racks using custom packaging. We even offer thermal testing for multiple systems and integrated racks performed in a heat chamber from 50° to 105°F (10°C to 40°C).



Embedded Systems to Frame-Level Rack-n-Stack Integration
We Offer Built-to-Configuration or Built-to-Order Flexibility

Market Overview

CONTRACT MANUFACTURING SERVICES

Server-Appliance and Embedded Systems Outsourcing

IRON is a leading solutions provider of fully turnkey contract manufacturing solutions for ISVs and OEMs.

Based on our engineering expertise, rigorous QA process, manufacturing scalability, and ISO certification, IRON is here to support your OEM/ODM project throughout the entire process of design, integration, shipping, and support and allow you to focus on your core competencies and business objectives.

MARKETS WE SERVE

- ❖ High-Tech: Network Management, Security and Storage
- ❖ Industrial Automation
- ❖ Health Care
- ❖ Communication
- ❖ Aerospace, Defense
- ❖ Energy

"We are very pleased to team up with IRON Global. The appliance platform services helps us deliver complex EPON based broadband services more effectively, provide more immediate value and lower cost of ownership to customer worldwide."

James Chen
CTO Hitachi-CTA

HITACHI
Inspire the Next

LEADING TECHNOLOGY PARTNERSHIPS

We connect leading hardware vendors to help our customers bring their products and solutions to end users of all sizes.



In conjunction with our partners, IRON creates end-to-end industry-leading solutions for our customers. Our partnership model gives us the ability to be flexible and respond to your specific needs, regardless of whether you are a global enterprise or small business.

Our partner relationships help us create out-of-the-box; innovative solutions for end-users who need to achieve high performance, scalability, and reliability at a competitive cost.

Optimized Ready to Ship Configurations
Reduce Time to Market, Accelerate Business Growth

Our History



"IRON has the multi-vendor technology expertise and skills we trust to design, build, test, deliver and support a highly integrated, multi-Terabyte Network Storage solution for our defense customers"

Bill White
Business Operations Manager

NORTHROP GRUMMAN

"IRON's custom appliance design and lifecycle management services enable us to deliver our award winning Equalizer Load Balancing and Application Acceleration appliances more effectively. We value our decade old partnership with IRON"

Bill Kish

CEO



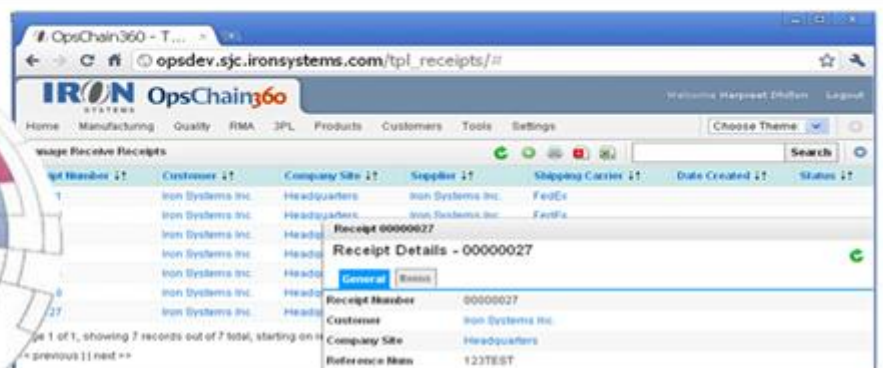
"IRON's appliance platforms services free us up to focus on software development, sales and marketing. IRON enables us to standardize deployment controls and offers faster time to market."

Manoj Kumar
Director of Facilities

RICOH

We Help Strengthen Your Supply-Chain Manageability

Custom Portals: Increased Visibility, Comprehensive Tracking & Reporting





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