



Powering the Digital Journey



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Accelerating transformation with solutions and services from Pivot

The new normal. Across industries and geographies, it's what keeps business leaders up at night. In fact, the forces of change have never called for more urgent response.

In the face of interconnected economic, workforce, technology, and marketplace uncertainties, what will the future look like?

Forward-thinking organizations understand that waiting to find out isn't an option. They leverage strategic, organizational, and technology innovation to create the new normal they want to see.

Pivot understands the forces that demand – and enable – digital transformation. We guide you to the transformation that will help you foresee and respond to business pressures with greater performance, reliability, resilience, and security. With Pivot, you can gain new levels of stability, efficiency, and agility – replacing complexity with capability and exchanging uncertainty for success.

### Transformation That Creates Value

Pivot excels at identifying transformation opportunities and guiding organizations to new levels of marketplace leadership. We work side by side with you throughout the journey, equipping you to:

- Assess new opportunities
- Plan your future state
- Implement the most effective technologies
- Achieve the change you desire
- Manage for success
- Establish a road map to future transformations

Pivot is your trusted partner to navigate new waters. We help you uncover impediments and anticipate opportunities. We make sure you're aligning IT investments with business objectives across the enterprise. We design and deploy best-in-class solutions specific to your particular needs. And we work with you to create an IT and business road map to future transformation and sustained success.

### Enterprise Scalability, Local Client Intimacy

If your organization is like many, you struggle to address your transformation needs through original equipment manufacturers (OEMs), cloud services providers (CSPs), managed services providers (MSPs), systems integrators (SIs), and value-added resellers (VARs). This confusing web of relationships introduces complexity, time, cost, and disconnect to every IT project.

Pivot is unique in that we combine the capabilities and advantages of all these service models with a consistent delivery framework and single point of accountability. The depth and breadth of Pivot's experience and expertise optimize your IT infrastructure and strategic initiatives through:

- OEM relationships – Pivot enjoys deep and longstanding relationships with leading hardware and software makers. Our technology-independent approach ensures that you benefit from the most fit-for-purpose solutions.
- CSP and MSP capacity – We have rich experience in cloud and managed services. We can manage a defined set of your day-to-day on-premise and remote infrastructure and operations. Our methodologies for continual performance and process improvements enable you to focus on your strategic initiatives.
- SI expertise – Pivot analyzes, designs, plans, deploys, and manages the most innovative IT solutions. We make sure your systems and applications work together and drive the results they were designed to achieve.
- VAR competence – We offer the complete capabilities of a traditional VAR, with more than two decades of experience adding value through turnkey functionality and services.



### Pivot Performance

Pivot is unique in that we combine the capabilities and advantages of multiple service models with a consistent delivery framework and single point of accountability. Pivot's achievements tell the story of our effectiveness – and of our clients' success.



**1,200+**  
Client Locations  
Supported



**4M+**  
Units Shipped  
Annually



**4,200+**  
Technology  
Certifications



**73K+**  
Service Tickets  
Managed Annually



**800+**  
Technology  
Partners



**1,800+**  
IT Professionals,  
Architects & Engineers



### Partnering for Optimal Outcomes

Pivot maintains a truly world-class ecosystem of more than 800 technology and professional services partners. Our technology-independent approach lets us select from the most effective technologies – from proven hardware and software solutions to emerging new capabilities – that will be most effective for your IT environment and your business needs.

What's more, Pivot fields a diverse team of talented architects and engineers who boast more than 4,200 certifications across more than 300 manufacturers. Our advanced certifications include Apple, Cisco, Dell Technologies, HP, Hewlett Packard Enterprise, NetApp, Pure Storage, and VMware.

Finally, Pivot takes part in key industry councils, certification programs, and jointly hosted events. Our active industry participation enables us to maintain strong partner relationships and positions us to understand and influence innovative emerging technologies.

### Client-First Services, Success-Centered Solutions

Pivot offers a comprehensive portfolio of services and solutions to drive digital transformation, optimize IT environments, maximize operational effectiveness, and support business goals.

### Client Success: Public Education Enablement

- Reimagined the data center of a large Texas school district
- Evacuated existing primary data center in less than 45 days
- Managed end-to-end device inventory
- Maintained high level of system availability throughout transition
- Transformed secondary data center with improved footprint, power, and cooling
- Performed partial facility reconstruction and hazmat remediation

**Integration Services** – Optimize the deployment and lifecycle management of hardware and software to improve the user experience and enable IT teams to focus on strategic initiatives.

- Fulfillment and management
- Depot and disposition
- Imaging and configuration
- Logistics and coordination

**Deployment Services** – Benefit from more than 8,000 preferred techs and our advanced management model to quickly scale and manage your most mission-critical installations.

- Install, move, add, change (IMAC)
- User training
- Low-voltage cabling
- Deployment management

**Professional Services** – Deliver insights and capabilities that enable you to stay ahead of rapidly changing technology capabilities, user demands, regulatory requirements, and business opportunities.

- Consulting
- Assessment
- Implementation
- Resident services
- Optimization

**Managed Services** – Improve infrastructure performance and reliability, enable IT departments to focus on strategic initiatives, and make sure IT investments support desired business outcomes.

- Digital Operations Center
- Service Desk
- First Call Support

**Workforce Services** – Deliver highly skilled IT resources for complex projects, large-scale deployments, or short-term talent gaps.

- Contract resources
- Contract-to-hire
- Staff augmentation
- Managed staffing
- Permanent placement

**Edge Services** – A practice-based approach leveraging our broad experience, diverse partner network and Silicon Valley technologists for early insights into technologies challenging the status quo.

- Consulting and assessment
- Kickstart and implementation
- Telecom services
- Integration and deployment
- Managed services

## Client Success: Hospice Enablement

- Empowered a leading hospice provider with IT operations as a service (ITaaS).
- Created a more strategic way to deliver IT services.
- Achieved better work-life balance for internal IT teams.
- Introduced proactive provision of 24/7 monitoring and management.
- Addressed the entire IT environment, including computer servers, virtualization, data storage, networking and wireless capabilities.
- Enabled the company to focus on delivering optimum patient care.



## Client Success: Healthcare Customer Experience

- Transformed the contact center for one of Florida's largest healthcare systems
- Integrated contact and collaboration solutions
- Oversaw migrations of multiple systems to a new voice solution
- Upgraded contact architectures across more than 50,000 devices
- Deployed advanced technology for greater efficiencies
- Helped optimize patient service and family satisfaction

**Emergency Response Solutions** – Keep your people performing effectively and your operations running reliably.

- Secure Cloud Workspace
- Contact Center
- Integration
- Dispatch-on-Demand
- Triple Play Secure Connectivity
- Virtual Rounding Powered by Microsoft Teams
- Wellness Screening and Monitoring

**Workplace Experience Solutions** – Delivers a comprehensive suite of user-centric solutions for all aspects of digital workplace transformation and IT lifecycle management.

- Unified communications, collaboration, and messaging
- Asset lifecycle optimization
- Desktop virtualization
- Unified endpoint management
- Next-gen user support

**Network Optimization Solutions** – Accelerates your transition to programmable, software-defined, and cloud-native network foundations in the core, across campus, and at the edge.

- Software-defined networking (SDN)
- Edge Services
- Wireless networks
- Cloud-native networks

**Security Fortification Solutions** – Mitigate cyber risk, respond to security incidents, and make sure your IT environment remains protected.

- Proactive consulting
- Real-time monitoring
- Reactive response
- Executive advisory
- Licensing advisory
- Support services



**Cloud and Data Center Transformation Solutions** – A comprehensive set of solutions and services to identify your most effective cloud environment, migrate workloads, enable cloud-native applications, and optimize performance and flexibility.

- Cloud consulting suite
- Cloud expense management

**Customer Experience Solutions** – Leverages our deep experience and insights to apply the latest technologies to meet the changing needs and expectations of your customers. We support every aspect of contact center operations to transform your contact center into a strategic asset that creates value.

- System health check
- Design and deployment
- Contact center
- Monitor and manage
- IT operations as a service (ITOaaS)

**Application Modernization Solutions** – Applies our rich expertise and proven methodologies to successfully modernize and cloud-enable mission-critical applications, with minimal disruptions.

- Application rationalization
- Design services
- Application analysis
- Agile software development
- DevOps implementation

**Edge Transformation Solutions** – Highly virtualized, cloud-managed solutions to reimagine your wide-area network for greater performance, security, and reliability.

- Software-defined wide-area network (SD-WAN)
- Network function virtualization (NFV)
- Private mobility
- AI software operations at the edge

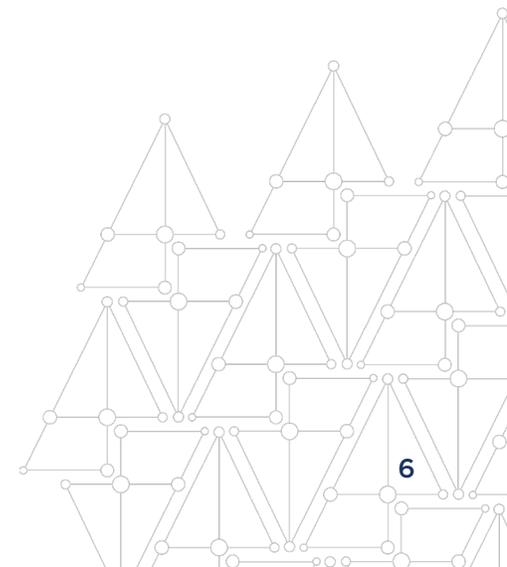
## Client Success: Telecom Retail Integration

- Redesigned a leading telecom's retail stores
- Configured new store components
- Rolled out point-of-sale devices and applications
- Introduced digital signage
- Shored up cybersecurity
- Installed network equipment
- Deployed inventory and other back-office solutions
- Helped optimize retail customer experiences



Few technology companies have a heritage as deep or expertise as diverse as Pivot. Our processes and best practices leverage the successes and lessons learned from highly productive relationships with the world's leading organizations. We're at the forefront of the digital wave, helping clients transform for increased productivity, improved collaboration, and optimized performance.

We're a trusted advisor to organizations, like yours, that require highly secure, responsive, and innovative technology. We've earned our clients' confidence by maintaining an unwavering focus on improving their IT environments so that they can concentrate on addressing strategic business needs.





## About Us

Pivot delivers best-in-class information technology services and solutions to help leading organizations optimize infrastructures, improve business processes, lower costs, and achieve strategic objectives. Our client-first approach combines leading-edge technology with expert design, rapid implementation and integration, and best-practice methodologies, powering digital transformation from the cloud to the edge to the workplace. To learn how Pivot can help you drive results, visit [www.pivotts.com](http://www.pivotts.com).



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