



Success Story – Apex Computer Systems and AT&T

Customer Profile

AT&T Inc. is a premier communications holding company in the United States and around the world, with operating subsidiaries providing services under the AT&T brand. AT&T is the recognized world leader in providing IP-based communications services to business and the U.S. leader in providing wireless, high speed Internet access, local and long distance voice, and directory publishing and advertising services. Supplier diversity is a critical initiative of AT&T's business strategy and a key component of the company's plan to deliver the best products and services to its customers. Additional information about AT&T Inc. and the products and services provided by AT&T subsidiaries and affiliates is available at www.att.com.

Business Situation

Apex met with SBC Executives Joan Kerr and Maureen Merkle at National Minority Supplier Development Council (NMSDC) national event in 2004. SBC informed Apex that it was evaluating alternatives in the deskside support area and was issuing RFP to its prime contractors. Apex CEO and VP of Sales reviewed capabilities with SBC and indicated that Apex worked with prime contractor of SBC. Apex subsequently informed its Global IT partner and also engaged with SBC in as part of internal supplier engagement process

SBC subsequently submitted RFP early 2005 to its major prime contractors in providing deskside support services solution to its 156,000 employees. SBC was looking for a seamless solution which could leverage its investments in tools and internal personnel currently used to perform this activity. SBC was also looking for best overall value which incorporated diversity involvement as key component of overall solution.

Solution

Apex Computer Systems received RFP from Global Systems IT partner March 2005 to propose deskside solution for SBC. The Apex deskside solution was selected from four other internal deskside suppliers and then worked closely with Global IT partner through the bid cycle. SBC evaluated proposals from eight prime contractors and chose two finalists. The deskside solution incorporated over one hundred additional Apex deskside technicians along with several hundred SBC personnel hired by Global IT partner under managed operations agreement between Global partner and SBC.

It was not long after that SBC made final decision on Apex and Global partner which provided the best overall value. SBC subsequently awarded five-year \$200 million dollar contract September 2005 to Global IT Partner and Apex for helpdesk, deskside and Installation services to approximately 156,000 employees across 1800 sites located throughout continental United States.

Benefits

- reduced cost of service and scalability with providing Helpdesk and Deskside support
- utilized existing SBC deskside tools and best practice processes
- seamless transition with supporting SBC end users and business units
- diversity partner key component of Global IT partner deskside solution

About Apex Computer Systems Inc.

Founded in 1983 by C. Philip Chen, Apex Computer Systems provides IT Lifecycle, support services, application development, managed services for Corporate, Mid-Market and Small business clients. The company maintains a national workforce of several hundred employees with the capabilities to plan, design, implement and support all categories of its consulting, infrastructure and lifecycle solutions offerings. Apex helps its client's leverage IT increase productivity, reduce costs and improve customer satisfaction. Apex has clients across a broad spectrum of industries.