2020 Annual Report
Expanding Our Reach

2019 was a year of adjusting to changes brought about by our expansion into new markets coupled with remnants of Broadcom's acquisition of Brocade, and expansion of services in our core competencies. There were also product announcements, End-of-Life announcements, End-of-Support announcements and paradigm shifts that moved the third-party landscape. The new year always brings about challenges, so while we enter 2020 with a sense of achievement, enthusiasm and the spirit of accomplishment, we know we will face new challenges in the next 12 months that will test our creativity, innovative ability and the constant demand to deliver cost-effective third-party support solutions.

Now is a perfect time to look back at the just completed year to provide context for our strategic vision for 2020: a year of major planned expansion that will broaden the scope of platforms we cover, expand the services we offer and enhance value to our customers.

Brocade® Post Acquisition

If 2017 was the year of the acquisition, 2018 will be remembered as the year that Brocade under Broadcom's new leadership split itself into many different parts and 2019 will be remembered as the year customers adjusted to the "new Brocade." Networking products MLX, VDX, and SLX went to Extreme.The wireless business that had been acquired from Ruckus Networks moved over to Arris International along with Brocade's own ICX campus networking product line. Other product lines were sold to F5 and Pulse Secure. It was also a year of headline announcements, faster transfer speeds, enhanced bandwidth, greater capabilities and the retirement of legacy products. The reconstruction of Brocade did not weaken it because it allowed Brocade to place greater emphasis on SAN products which, at heart, are Brocade's core business.

Support for Brocade products, both SAN and IP networking, continue to be TeamKCI's core competency and we plan to continue developing new support programs for Brocade's ever evolving product lines.

Brocade SAN

Gen 4

Brocade's fourth generation (Gen 4) of SAN switches and directors were first introduced in 2007. The flagship DCX director, which sold - by our estimates - almost 15,000[1] units worldwide, was designated End-of-Support by Brocade on November 14, 2019 and will no longer be supported by Brocade. The Brocade Gen 4 5100 and 5300 switches have also been designated EOS. It is not surprising that we have seen a marked uptick of customers who would like to continue using these products past their Brocade EOS date. All directors and switches sold by EMC, HP, HDS, NetApp and Hitachi under their own logo (sometimes referred to as counterparts) have similar Brocade EOS dates and have consequently all reached EOS in 2019. A compelling reason to get in touch with TeamKCI.

We guarantee all our customers that we will support products designated End-of-Support by Brocade for as long as our customers choose to use them.

2019			
MFG	**Model**	**EOL Date**	**EOS Date**
Brocade	DCX	5/14/14	11/14/19
Brocade	DCX 4S	5/14/14	11/14/19
Brocade	5300	6/22/14	8/22/19
Brocade	Encryption Switch	8/30/14	12/30/19

Gen 5

We have also noted a sizable increase in requests for support of Brocade's newer Generation 5 (Gen 5) products. Originally introduced in 2011, the Gen 5 product line consists of

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[1] Brocade does not release statistics on individual product sales. This is our internal estimate based on information we have. if you have any information to the contrary please contact us.

the flagship 8510 director, the 6505, 6510 and 6520 switches and the 7840 extension switch. Brocade has, over time, designated the Gen 5 product line End-of-Life culminating with the DCX 8510 on October 31, 2019. All told the DCX 8510 and Gen 5 switches were active Brocade products for eight and one-half years.

TeamKCI has been maintaining Brocade Gen 5 equipment in both the USA and Europe for the past 4 years. Support for Gen 5 equipment played an important role in our growth and expansion throughout 2019 and we plan to continue to expand our coverage in the Gen 5 space in the years to come.

Gen 6

Brocade began introducing Gen 6 equipment in March 2016. Beginning with the X6 director, Brocade has added three SAN switches to the Gen 6 line, the G610, G620 and G630. Gen 6 also boasts a new version of Brocade's Fabric OS® Operating System, plus new management software, called Brocade Vision. The Gen 6 platform runs at 32 Gbps, the fastest speed available for fiber channel SAN.

There are rumors, stoked mainly by Brocade, that there will soon be a seventh generation 64 Gbps product line that is being referred to as Gen 7. As Brocade continues to create faster and greater capacity products, one thing is certain, the demand for support of older Brocade legacy equipment will continue to grow.

TeamKCI is currently maintaining Gen 6 equipment when firmware updates are not required and we are also providing "parts only" maintenance solutions requested by customers.

> ➢ *To learn more about our support for any Brocade product, please call us at 201-934-3416, email us at inquiry@teamkci.com, or visit our website.*

Breaking New Ground TeamKCI Announces F5® Support

In a move that surprised many, TeamKCI announced that it will begin maintaining F5 hardware starting on April 2, 2020. The development work is complete and our award-winning technical team is working out the final details.

F5 support is significant because no other third-party provider is currently maintaining F5 products. To get support for legacy F5 equipment call or email us today and we'll show you how it's done.

> ➤ *To learn more about our new F5 support, please call us at 201-934-3416, or email us at inquiry@teamkci.com.*

Foundry®/Brocade Foundry

Foundry Networks, once the fourth largest independent IP networking company in the world, was acquired by Brocade in 2008. In the ensuing 10 years many Foundry products were superseded by newer products and rebadged as Brocade. Still many original Foundry badged products and Brocade badged former Foundry products remain out in the field.

TeamKCI began servicing Foundry products soon after Foundry was acquired by Brocade and has developed exceptional support capabilities and technical knowledge. **TeamKCI is the only maintenance provider with long-term product knowledge, technical expertise, experience and competence in maintaining the complete line of Foundry machines.**

By mid-2019 over 90% of all Foundry badged products were no longer supported by Brocade, Broadcom, Foundry or Extreme Networks, who all at one time owned all or part off the Foundry product line.

TeamKCI's Foundry support business increased by over 500% in 2018 and grew significantly in 2019 as well. If your infrastructure depends on Foundry support and you're not ready to replace it the #1 way to keep it running is to call TeamKCI.

Many third-party dealers sell used Foundry boxes. Few know how to diagnose and triage Foundry issues. We do!

➢ *To learn more about our Foundry support, please call us at 201-934-3416, email us at inquiry@teamkci.com, or [visit our website](http://teamkci.com).*

Foundry Products That Reached End-of-Support In 2019			
MFG	Model	EOL Date	EOS Date
Foundry	TI-24X	1/10/14	3/10/19
Foundry	FES9604	3/26/14	5/26/19
Foundry	FWS624	3/26/14	5/26/19
Foundry	FWS624G	3/26/24	5/26/19
Foundry	FWS648	3/26/14	5/26/19
Foundry	FWS648G	3/26/14	5/26/19
Foundry	VDX 6720	9/3/14	9/3/19

Foundry Products That Will Reach End-Of-Support In 2020			
MFG	Model	EOL Date	EOS Date
Foundry	VDX 6710	5/25/15	5/24/20
Foundry	VDX 6730	5/25/15	5/24/20

Cisco® 9513 MDS

Cisco's MDS product line is Brocade's only SAN competitor. For many years the mainstay product of the Cisco line was the 9513 Multilayer SAN director. The 9513 supports 1, 2, 4 and 8 Gbps transfer speeds. On October 31, 2017 software to run Cisco 9513 Multilayer SAN Directors reached End-of-Support. Although Cisco will still maintain these SAN directors there are no longer patches, bug fixes or firmware upgrades for these machines rendering them 100% legacy.

This has created an exceptional opportunity for Cisco customers to achieve substantial savings with TeamKCI support.

Additionally, Cisco has announced two newer generations of the 9710 Multilayer SAN Directors, to be housed in the 9710 chassis, which eclipse the 9513 in both speed and bandwidth.

TeamKCI support features spare parts stored locally and support for the dial-in and call home features inherent in the MDS. Another good reason to consider TeamKCI for MDS 9513 Multilayers Directors support is price. Call your TeamKCI representative to get a same day quote on any Cisco MDS configuration. In fact, it is a great time to investigate TeamKCI third-party support for all Cisco IP network products as well.

> ➢ *To learn more about our Cisco support, please call us at 201-934-3416, email us at inquiry@teamkci.com, or [visit our website](#).*

NetApp® & N-Series®

TeamKCI has been maintaining NetApp and legacy N-Series for over 10 years, providing all levels of support for more than 30 NetApp machine types. We begin by providing a free array health check; we store spare parts on premises or locally (as desired); and, we support the dial-in and call home protocols to facilitate rapid repair.

New for this year, TeamKCI is offering monitoring services for any legacy NetApp storage array at industry leading prices.

Check out our [online industry study](#) that shows that TeamKCI beats the competition hands down on pricing for all NetApp legacy platforms.

In 2016 we began maintaining NetApp platforms. Today over 50,000 NetApp drives are under TeamKCI support.

> ➤ *To learn more about our NetApp support, please call us at 201-934-3416 , email us at inquiry@teamkci.com, [review our online industry competitive price survey](#), or [visit our website](#).*

Citrix®

On January 3, 2019 TeamKCI announced the industry's first third-party support offering for Citrix NetScaler products. We are pleased by the overwhelming response and interest we have received from the Citrix community.

The TeamKCI program offers 24 x 7 coverage, all parts stored locally, technical support, remote dial-in and technical operational assistance. Please contact TeamKCI for a technical briefing and a same day price quote.

> ➤ *To learn more about our Citrix support, please call us at 201-934-3416, email us at inquiry@teamkci.com, or [visit our website](#).*

2019 Expansion Of Covered Platforms: Citrix, Juniper®, Extreme®, Arista® And HPE®

TeamKCI announced support for Citrix, Juniper, Extreme, Arista and HPE early in the first quarter of 2019 to assist customers who were looking for support of these networking platforms.

Aside from Citrix discussed earlier, Extreme products were critical to TeamKCI as the very successful Brocade SLX, VDX and MLX product lines moved over to Extreme as a result of the Broadcom divestiture. We also initiated support for products and platforms that were acquired by Extreme through acquisitions (other than the Brocade/Broadcom acquisition), such as Enterasys. In doing so we literally doubled the number of machine types we are now covering.

> ➤ *To learn more about our new supported platforms, please call us at 201-934-3416, email us at inquiry@teamkci.com, or [visit our website](http://TeamKCI.com).*

In Our Test Lab: Palo Alto®, Checkpoint®, Blue Coat®, Force 10®, and Riverbed®

We are busy working on new support offerings for Blue Coat, Checkpoint, Force 10, Palo Alto, and Riverbed. These five platforms will be incorporated into our product mix starting on June 1 throughout the balance of 2020; an ambitious undertaking aimed at increasing our IP network offerings significantly.

Over the next 18 months we plan to expand coverage for legacy products manufactured by all of the top 10 IP networking companies.

38 Years, One Owner, Award-Winning, And Going Strong

Established on June 1, 1982, June 1, 2020 will mark TeamKCI's 38th anniversary: We have been owned and managed by our original team since then.

From one small office in a spare bedroom in Fort Lee, NJ we have expanded to a company of international scope doing business in every state in the United States, all 23 members of the EU and regions of the Pacific Rim.

We offer award-winning World-Class support and have been acknowledged by Gartner and lauded by our customers.

Please visit our website to learn more about our company, the manufacturers we support, the services we provide, and the refurbished products we have for sale.

Jeff Klein
President & Founder
TeamKCI

Our Promise to You

We pride ourselves in our engineering prowess and our ability to craft creative support solutions that deliver top quality support and value for our customers.

We accept the challenges of each opportunity and are happy to work with our customers in formulating unique solutions.

We look forward to building strong partnerships in the coming year and working hard to earn your trust this year and for many years to come. We encourage you to provide us with your feedback, as it is a critical input in our ability to deliver innovative, cost-effective solutions.

Now Supporting These Legacy Platforms			
SAN Switching	**Storage**	**IP Networking**	**IP Networking**
Brocade	NetApp	Cisco	F5 *New!*
Cisco MDS	Hitachi	Extreme	Checkpoint *New!*
Qlogic	Data Domain	Citrix	Bluecoat *New!*
McData	VNX	HP Procurve	Force 10 *New!*
	EMC	Juniper	Riverbed *New!*
	IBM	Arista	Palo Alto *New!*
	VMAX		

"The SAN Capital Of The World"

Since 1982

Jeff Klein, President & Founder

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feel free to contact me directly

TeamKCI is an IT Life Cycle management company, selling, deploying, and servicing computer assets for switching, storage arrays, servers, and Ethernet networks. We are the undisputed industry leader in third-party support for Brocade SAN, Cisco MDS, Foundry Networks, and Citrix Netscaler equipment. For more information, please call us at 201-934-3416, email us at inquiry@teamkci.com, or visit our website, TeamKCI.com.