

TeamKCI

Annual Report 2019



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 and Foundry Networks equipment.

Looking Back & Looking Forward

2018 was a year of adjusting to changes brought about by Broadcom's acquisition of Brocade, expansion of services in our core competencies, product announcements, End-of-Life announcements (EOL), End-of-Support (EOS) announcements and paradigm shifts. The New Year always brings challenges, so, while we enter 2019 with a sense of accomplishment, enthusiasm and a full head of steam, 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 that bring value to our customers. As the New Year begins, it is a perfect time to look back at the just completed year to provide context for our strategic vision for 2019; a year of planned expansion that will broaden the scope of platforms we cover, expanded services offered and enhance value to our customers.

Looking Back

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. Networking products such as the MLX, VDX, and SLX went to Extreme. The wireless business, that had recently 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. 2018 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.

Winner of the Verizon Recognition Award for Excellence in IT Services



Brocade SAN Gen 4

Brocade's fourth generation (Gen 4) of SAN switches and directors were first introduced in 2007. The flagship DCX director and the popular 5100 and 5300 switches will all reach Brocade's End-of-Support (EOS) designation in 2019 and will no longer be supported by Brocade. Gen 4 products have always been wildly popular in the SAN community, so it is not surprising that we have seen a marked uptick of customers who would like to continue to use these products past their Brocade EOS date. All Gen 4 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 will consequently reach EOS

at roughly the same time. This is all the more reason to get in touch with TeamKCI. We guaranty our customers that we will support products designated End-of-Support by Brocade for as long as our customers choose to continue to use them.

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 consisting of the flagship DCX 8510 director, the 6510, 6505, 6520 switches and the 7840 extension switch, have enjoyed a long run. Today, Gen 5 is eight years old, but still has not been designated End-of-Life by Brocade, though it has been superseded by the Brocade's Generation 6 (Gen 6) 32 Gbps product line. It is felt, in many quarters, that an EOL announcement for Brocade's Gen 5 may have been delayed by a year or more because of the Broadcom acquisition. TeamKCI has initiated coverage of Brocade Gen 5 equipment in both the US and Europe. We view support for Gen 5 equipment, led by the DCX 8510 director, as a major component of our planned growth in Brocade support for 2019.

Gen 6

In addition to its X6 director, Brocade has added three SAN switches: the G610, G620 and G630 to complete the Gen 6 product line. Gen 6 also boasts a new version of Brocade's FOS Operating System plus new management software called, 'Brocade Vision'. There are rumors, stoked mainly by Brocade

itself, that there will soon be a seventh generation of 64 Gbps switches and directors that they are referring 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.



Brocade X6-4

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 Brocade products and rebadged as Brocade products, yet many original Foundry badged 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. Today, TeamKCI is the only maintenance provider with the long-term product knowledge, technical expertise and experience to maintain the complete line of Foundry platforms. By mid 2019, over 90% of all Foundry badged products will no longer be supported by Broadcom, Brocade, Foundry or Extreme Networks (who all at one time owned the Foundry product line). On the flip-side, TeamKCI's Foundry support business has increased by over 500% in 2018 alone.

If your network infrastructure depends on Foundry support, the #1 way to keep it running is to call TeamKCI.

Cisco 9513

The Cisco MDS product line is Brocade's only remaining SAN competitor. For many years, the mainstay product of the Cisco line was the 9513 Multilayer SAN Director, which 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 will no longer be patches, bug fixes or upgrades for these machines, rendering them 100% legacy. This has created an exceptional opportunity for Cisco customers to achieve substantial savings via TeamKCI support that one could say, in many ways, is smarter than SMARTnet®. Additionally, Cisco has announced two newer generations of the 9710 Multilayer SAN directors which will be housed in the 9710 chassis which eclipse the 9513 in both speed and bandwidth. TeamKCI offers spare parts stored locally and support for the dial-in and the call home features. 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.

NetApp & N-Series

TeamKCI has been maintaining NetApp and legacy N Series for 10 years and providing all levels of support for over 30 NetApp platforms. 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 now offering monitoring services for any legacy NetApp storage array at industry leading

prices. Check it out on our website. www.TeamKCI.com/NetAppMonitor

And, while you're at it, check out our [free online industry survey](#) that clearly demonstrates that TeamKCI beats the competition hands down on pricing for all NetApp legacy platforms.

Looking Forward

Citrix

On January 3, 2019, TeamKCI became the industry's first third-party provider to offer support 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, technical support, remote dial-in and operational assistance. Please call your TeamKCI representative for a complete briefing.

**Brocade
SFPs
Brocade
QSFPs**

Shipped Overnight





A Glance Into The Future

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

We accept the challenges of each unique opportunity and are happy to work with each customer towards achieving these goals. We look forward to building strong partnerships in the coming year and working with you; our customers, for many years to come. We encourage you to provide us with your feedback, as it is the most important input in our ability to deliver innovative and cost-effective solutions.



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Extreme

TeamKCI also plans to announce a new support program for Extreme Networks products in the first quarter of 2019 to help customers whose equipment may have been orphaned when Brocade IP networking product lines moved over to Extreme as a result of Brocade's divestiture after the Broadcom acquisition. (This includes the very successful SLX, VDX and MLX product lines). We also plan to announce support for legacy products originally manufactured by Extreme. Lastly, we will support products and platforms that were acquired by Extreme through acquisitions (other than the Brocade/Broadcom acquisition) such as Enterasys. All in all, one can call it an extreme undertaking.

In Our Test Lab

We're very busy working on new support offerings for Arista, Blue Coat, Force 10, HP Procurve, Juniper and Riverbed, which we plan to introduce throughout the coming year. An ambitious undertaking, aimed at increasing our IP network offerings significantly. Based on our current schedule, we are looking at a complete offering of HP Procurve support by April 1, 2019 followed in time by the product lines of the other manufacturers.

In a two-year period, we plan to expand support coverage for legacy products manufactured by all of the top 10 IP networking companies.

Now Supporting These Legacy Platforms

SAN Switching	Storage	Storage	IP Networking
Brocade	NetApp	EMC	Cisco
Cisco MDS	Hitachi	IBM	Extreme
Qlogic	Data Domain	VMAX	Citrix
McData	VNX		HP Procurve



We also sell refurbished Brocade, Cisco, NetAp, EMC and HDS hardware



"The SAN Capital of the World"

Since 1982