A LOOK BACK AT 2020 AND AHEAD TO 2021

COMTEC Systems

ANNUAL REVIEW 2020

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A MESSAGE FROM OUR CEO

We were inspired by failures and took some of the new market conditions to not only improve our company but to help improve our client's and partner's businesses. We all know companies can change year to year and we have created this report to provide insight into the heart of ComTec so you can see that we invest for the benefit of our clients.

To our partners we want you to see the differentiators. When you entrust your clients to ComTec we want you to know that we take that responsibility very seriously.

And to our future clients we value the opportunity to work with you and I hope you take a few minutes to read about ComTec and what makes us a great service provider and partner.

Thank you for the confidence you have placed in us and we appreciate being able to serve you.

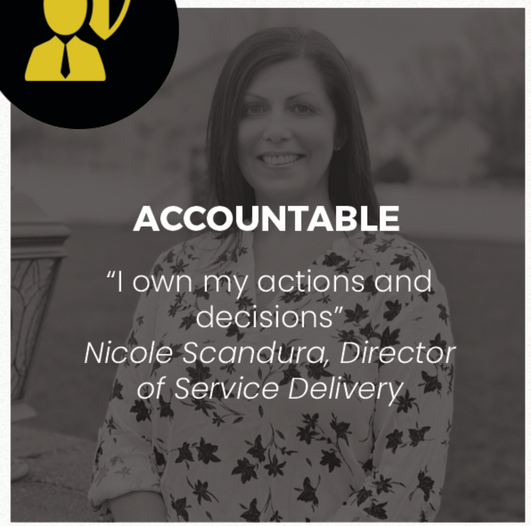
"After 32 years we started the year with our most aggressive goals ever and faced some of the largest economic challenges in our history. With challenges comes new opportunity and 2020 put us to the test."

Mike Vertolli - CEO - Comtec Systems, Inc

DEFINING **COMTEC**

CUSTOMER-CENTRIC

"I look at ComTec from the outside-in"
Caitlin Craig, Director of Operations



ACCOUNTABLE

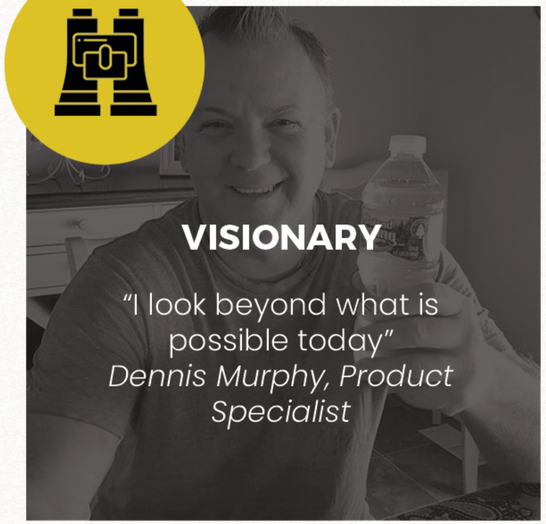
"I own my actions and decisions"
Nicole Scandura, Director of Service Delivery

INTEGRITY

"I measure myself by the actions I take when nobody is looking"
Joe Lado, Customer Success

INNOVATIVE

"I prioritize creativity and professional development to produce great outcomes"
Victoria Pacho, Project Manager



VISIONARY

"I look beyond what is possible today"
Dennis Murphy, Product Specialist

DYNAMIC PROBLEM SOLVING

"I use all resources available to me to solve problems"
Chris Reid, Engineer II

FEARLESS

"I am not afraid to fail and always fail forward"
Matt Merulla, Network Operations Manager

REFLECTIVE

"We scrutinize our past efforts to continuously improve"
Katie Lomonaco, Director Customer Success

COMTEC **CLOUD**

LEADING THE WAY WITH INNOVATION

WHAT HAVE WE BEEN UP TO LATELY?

Q1

In partnership with Cisco, Odin and Call Cabinet, the iConnectCCM™ Customer Experience Platform is formally launched merging best-of-breed solutions for business intelligence, call center recording & analytics, and unified communications.

Q1

Integrations into over 300 CRMs are certified, bringing advanced solutions to any size business

Q2

Agreements finalized to aggregate POTS and Coax services across the US and Canada

Q3

iConnect2Teams™ becomes the preferred solution for Microsoft Teams integration into 30+ telephony platforms

Q4

ComTec's Customer Success Team drives the delivery of Customer Support and Account Services portals, enabling our customers with unprecedented visibility and control.

COMTEC **CONSULTING**

ComTec Consulting is leading the way into new Enterprise markets by achieving substantial bottom line savings and efficiencies for our clients without disrupting their day to day operations

2020 RESULTS

$93.1M

Client savings in 2020 an increase of 19% over 2019

32.1%

Average Telecom Cost Reduction

21.3%

Average Energy Cost Reduction

400+

Hospital Systems that chose ComTec Consulting as a preferred cost reduction vendor

17%

Of Top National Banks are ComTec Consulting Clients

6%

Growth of our Electricty Portfolio

3.8%

Growth of our Natural Gas Portfolio

Despite the pandemic and the high vacancy rate of corporate and commercial building space, the electricity portfolio grew by 6% and natural gas by 3.8%.

PARTNER **PROGRAM**

Trust...

...is the foundation of a great partnership and is what has fueled our 47% growth in partner sales in 2020.

...we are building great solutions for your clients

63% Win Rate

300+

Integrations into CRMs, EHRs, and the most advanced Microsoft integrations available today

...our stability and security

99.999%

Uptime

PCI, SOC 2 & HIPAA

compliant and touting built in failover and business continuity in our architechtures

...we are innovating

42

New major features added to iConnectZX in 2020

TOOLS

Sentiment-based analytics added to our Contact Center. World-class administration solution added to iConnectCCM™.

...we really mean white glove

98.7%

Retention Rate in 2020

96.5%

Gold Star Rating in 2020

AWARDS & **GROWTH**

GROWTH IN UCAAS DEPLOYMENTS OVER 2019

133%

3 YEAR REVENUE GROWTH

41.5%

GROWTH VIA REFERRALS UP

40%

OVER 2019

Inc. 5000

6 TIME

WINNER

789

NEW PROJECTS SOLD IN 2020

Inc. 5000

BEST IN BUSINESS WINNER

62%

3 YEAR CLIENT GROWTH RATE

THE COMTEC **CUSTOMER EXPERIENCE**

Our Customer Success Team embodies our Customer Centric core value. Looking at ComTec from the perspective of the customer and our partners, their focus is on continuous improvement of our customer's experience by driving positive changes into all business units.

Driving Change

- Customer Success Team has developed a communication plan to ensure all new clients are proactively introduced to all ComTec's teams and resources such as our knowledge base, support and billing portals.

- Implemented instant feedback on projects and support tickets which trigger immediate response from team leaders for anything other than a gold star review.

- Business Intelligence Dashboard tracking client environments in real time allows for identification of trends and appropriate proactive responses.

"We were really unhappy with our prior provider. We were impressed by ComTec's proposal, as well as their knowledge and insight into our particular needs. We noticed a huge difference on day one, and have continued to be impressed by their service and support."

Peter Casey Wall, Director of Technology and Compliance, Foundation Title

'The opportunity to replicate our success with no capex provides us flexibility and the ability to move fast. The results have been outstanding and the professionalism working with ComTec System has been excellent."

Todd Hoff, Chief Operating Officer, Crozer-Keystone Health System (a division of Prospect Medical Holdings)

"ComTec's reputation is stellar. The products and services were geared toward a growing professional services company and the staff was amazing. I could not have been happier with the execution and the services provided thus far."

Matt Hahn, CTO, Sax LLP

BUILDING A **CULTURE OF GROWTH**

Growth is not only measured in dollars and features, but also in the growth of our Team.

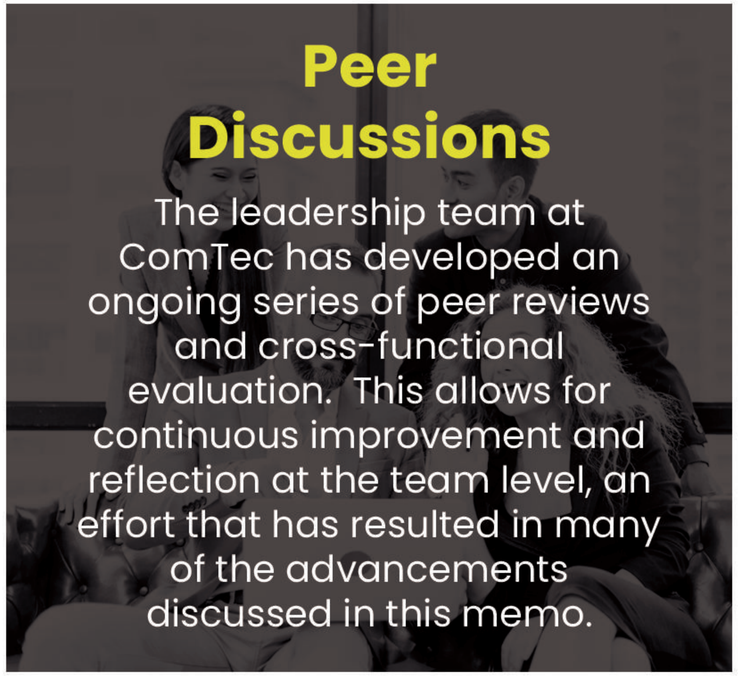
Professional development and alignment to our Core Values was a focus in 2020 as opportunities for one-on-one coaching became more difficult. A quick call into a manager's office for a teachable moment became a scheduled video-call during off-hours. More structure was needed, and our HR team responded.

360 Reviews

Everyone at ComTec participated in 360 reviews, including the executive team. The insight this created was incredible, and personal growth plans were put in place to better enable strengths and eliminate weaknesses.

Development Plans

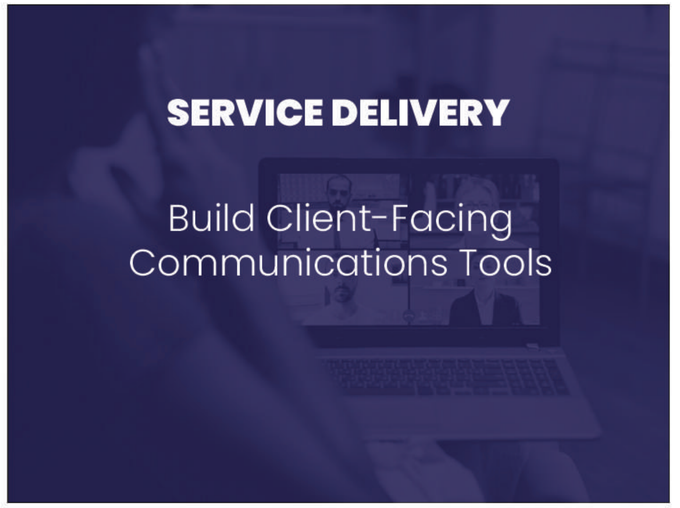
All ComTec employees were given access to 1000's of courses ranging from time management to advanced networking. Growth plans were curated as a collaborative effort both at the individual and team levels.



Peer Discussions

The leadership team at ComTec has developed an ongoing series of peer reviews and cross-functional evaluation. This allows for continuous improvement and reflection at the team level, an effort that has resulted in many of the advancements discussed in this memo.

MOVING **AHEAD**

ComTec has plans for 2021.

We are targeting 20% overall revenue growth and 50% growth of our partner channel, as well as improving on our 98.7% retention rate and 96% Gold Star rating. Each team was challenged to create their own goals for continuous improvement and are outlined below.