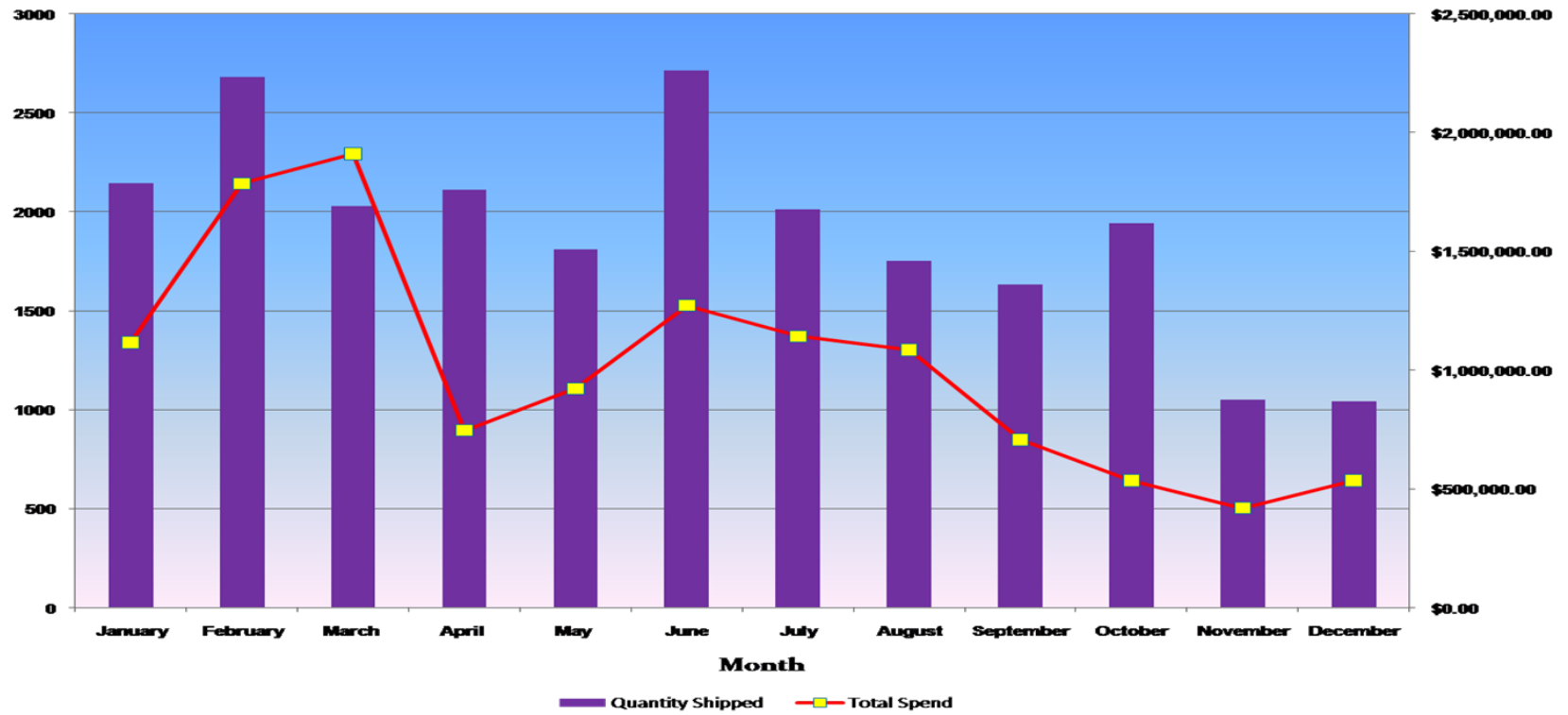


Sample Analytical Reporting:

Sample of few reports/charts that can be prepared for Quarterly /Annual Business Reviews, these all will be based on reports generated from business activity of a customer.

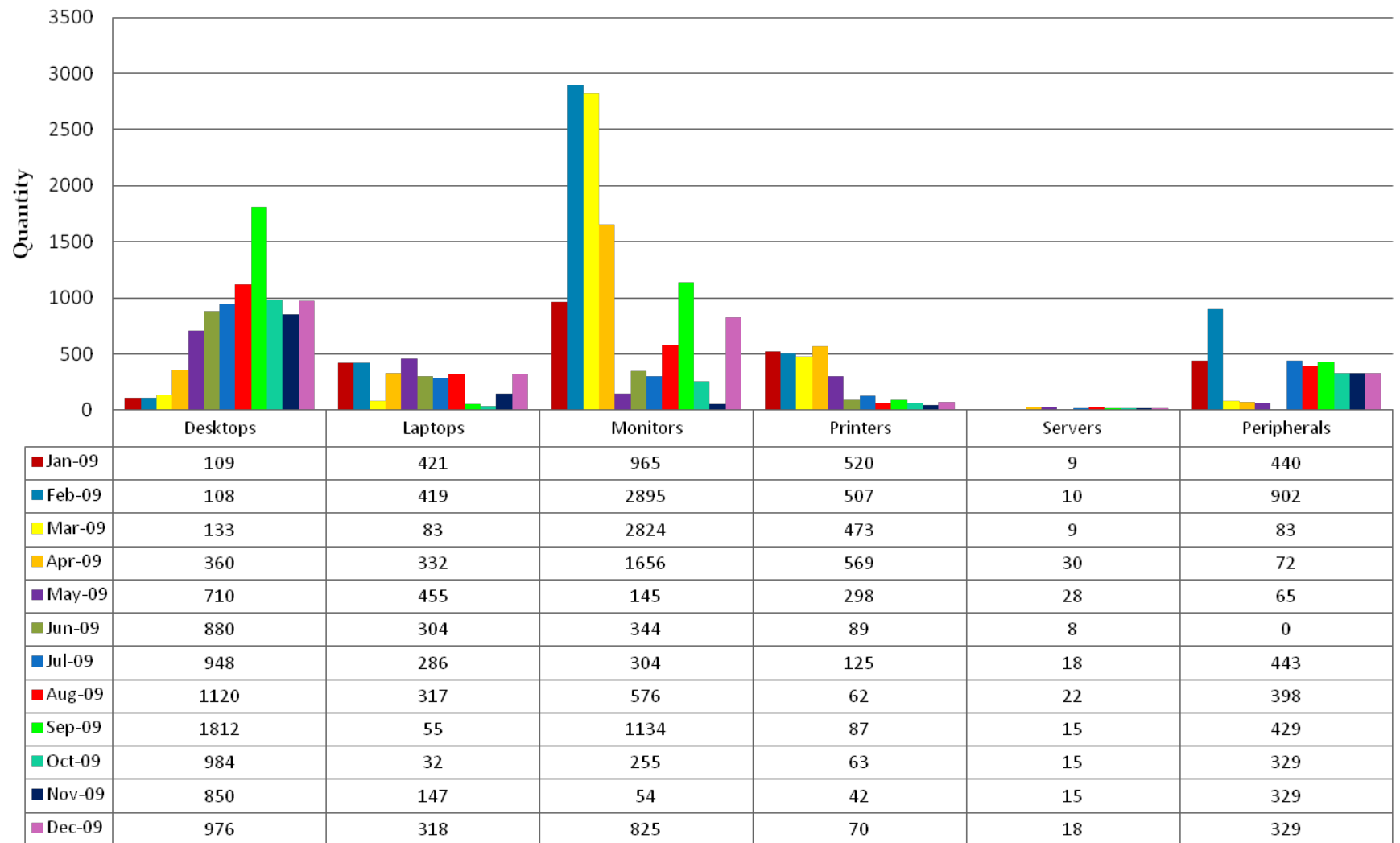
- Total Spend and Quantity Shipped
- SLA Executive Dashboard
- Deployable Inventory
- Assets Processed
- CSP vs. New Product Shipped
- Liquidation Credit Tracking
- Order Processing SLA
- Order Shipping SLA
- Total Spend and Quantity Shipped
- Orders Processed and Shipped

Total Spend & Quantity Shipped per Summary Invoice

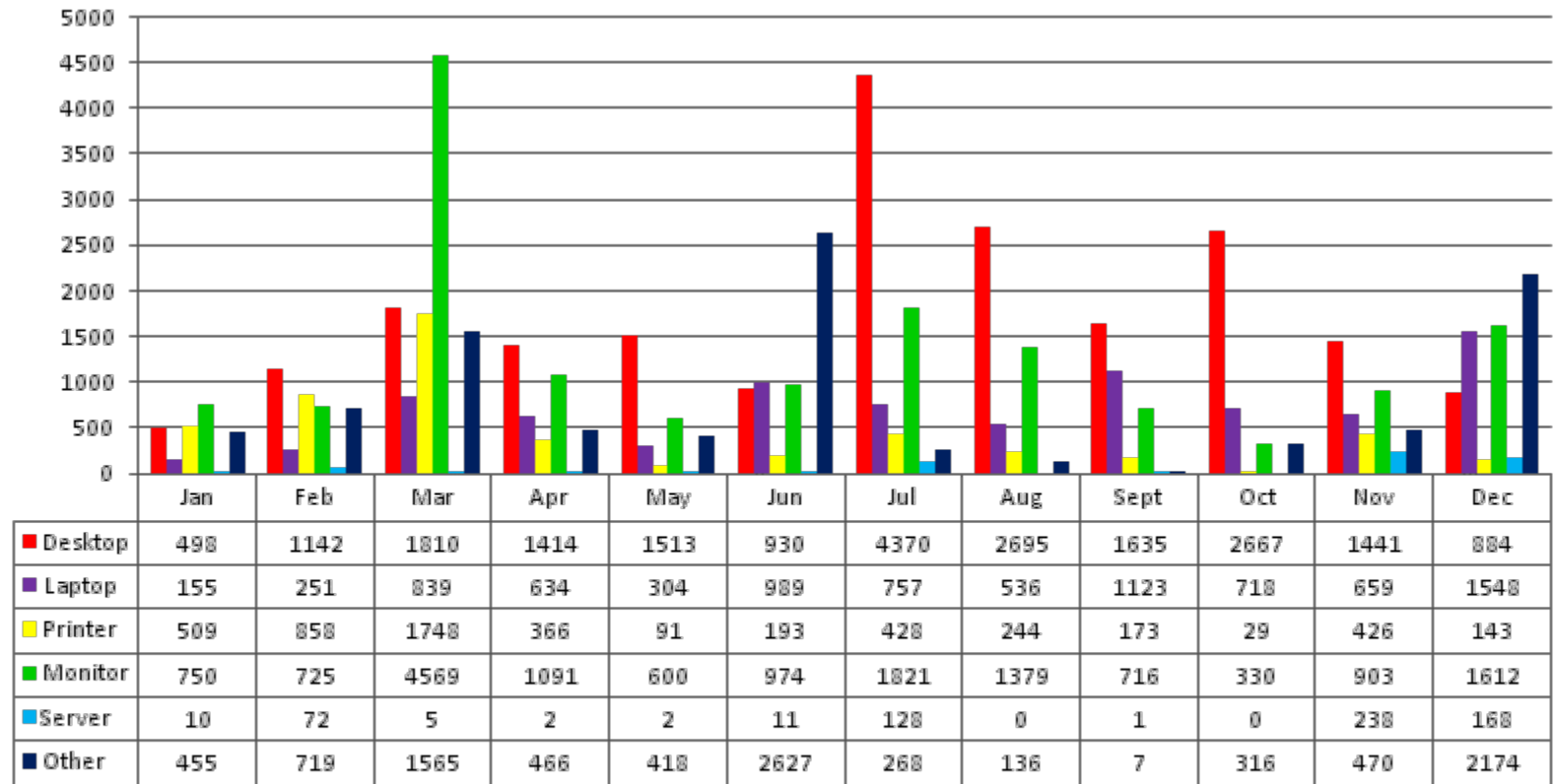


SLA Executive Dashboard													
SLA Objective	Jan	Feb	Mar	Apr	May	June	July	August	Sep	Oct	Nov	Dec	Comments
Client Portal Availability (99%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Order Processing (98% within 4 hours)	100%	100%	100%	99.4%	98%	98.7%	99%	99.7%	99.4%	99.8%	100%	100%	
Order Fulfillment (96% within 3 days)	98.3%	99.5%	100%	97.1%	86%	92.5%	97.4%	85.3%	95.8%	96.8%	99.7%	100%	Missed SLA's due to product constraint issues
Order Fulfillment (100% within 5 days)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
DOA Remediation (New < 1 %; CSP <3%)	New – 0% CSP - .09%	New - .11% CSP - .05%	New - .08% CSP - .29%	New - .02% CSP – 0%	New - .24% CSP – 1.58%	New - .18% CSP - .29%	New - .26% CSP - .72%	New - .84% CSP – 1.31%	New - .70% CSP - .28%	New – 0% CSP - .16%	New – 0% CSP - .31%	New – 0% CSP - .22%	
OOW/Break Fix KPI (99% Ship Same Day)	99.3%	92.5%	99%	99.1%	99%	100%	100%	100%	100%	100%	100%	100%	Missed SLA due to product constraint issues
Liquidations (Process w/in 30 days of approval)	13	26	25	28	24	15	15	27	27	16	28	27	
Lease Returns (Process w/in 30 days of approval)	0	0	17	10	10	16	0	0	11	0	0	14	
Refurbishment (Process w/in 30 days of approval)	8	14	14	14	12	9	14	10	11	13	14	14	

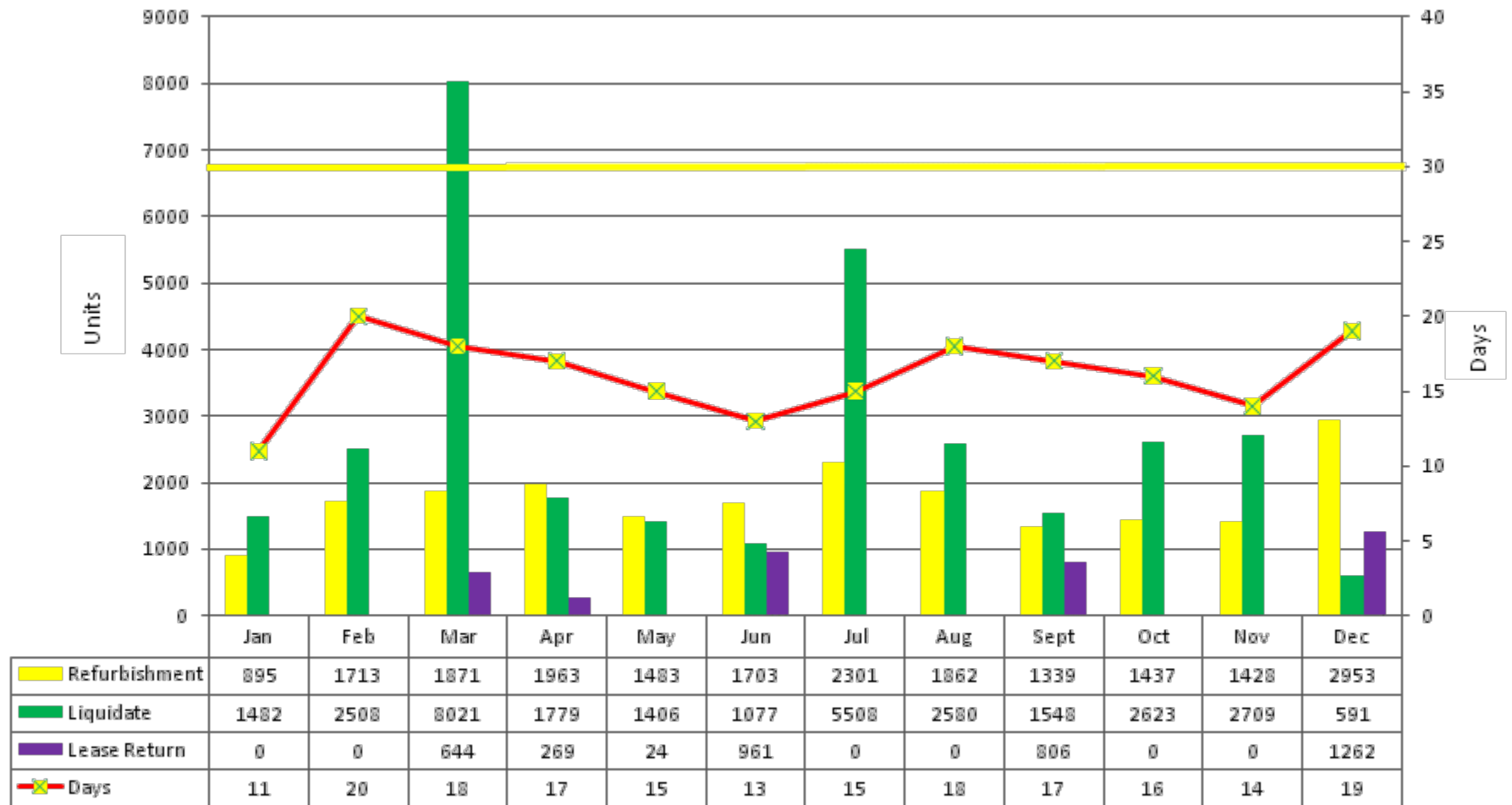
Snapshot by Category – Deployable Inventory



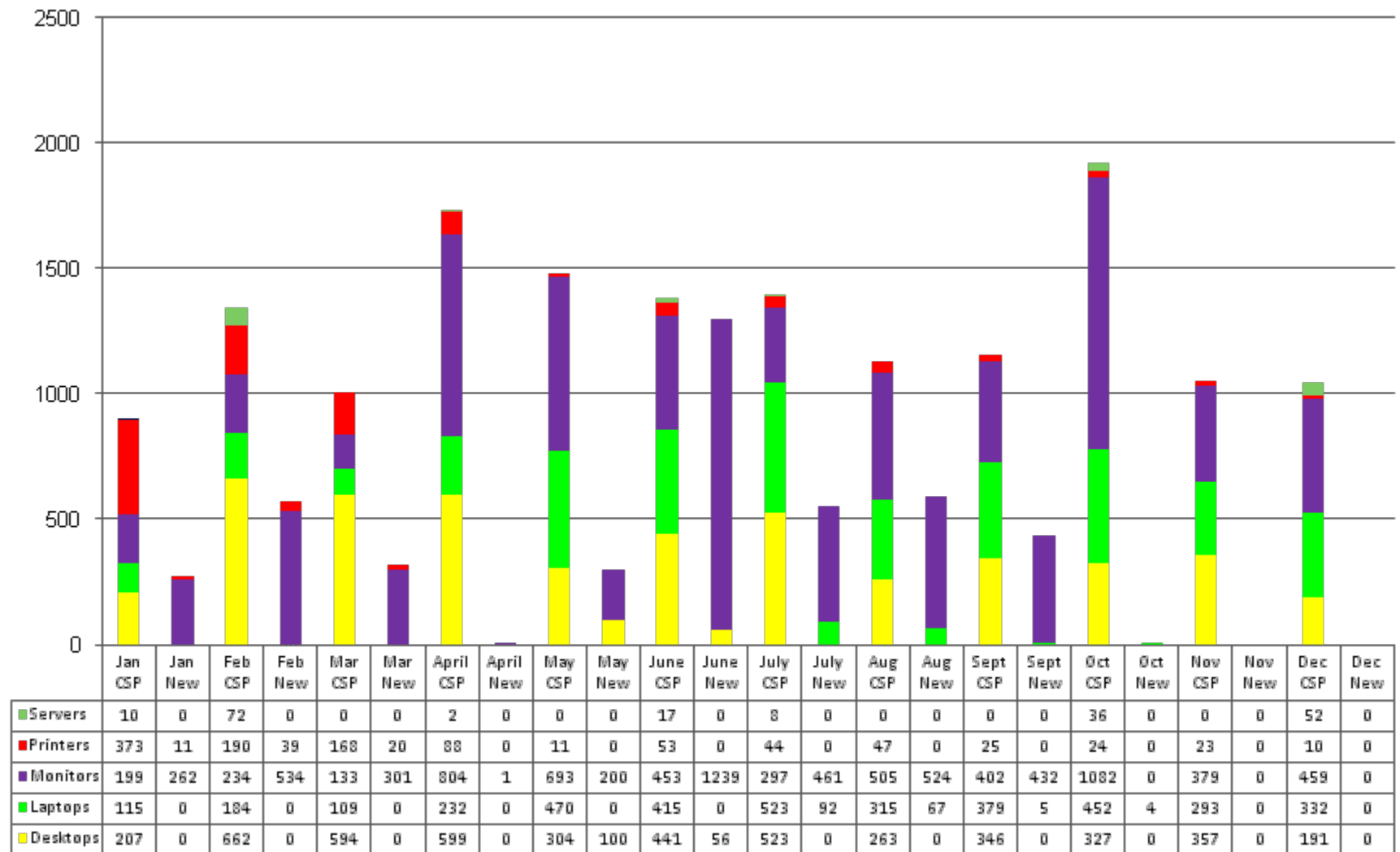
Assets Processed (by Product Category)



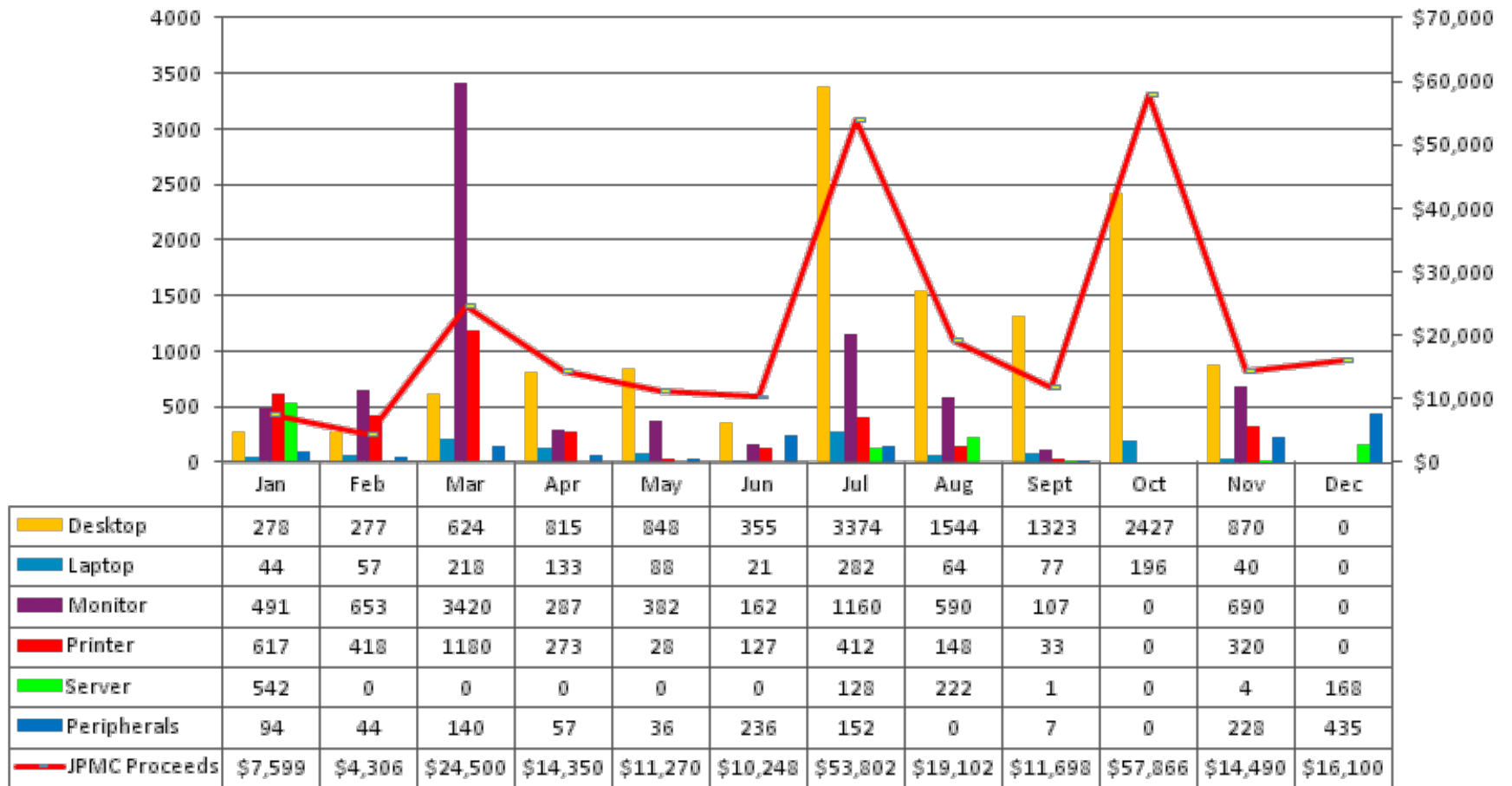
Assets Processed by Disposition



CSP vs. NEW – Product Count Shipped by Month

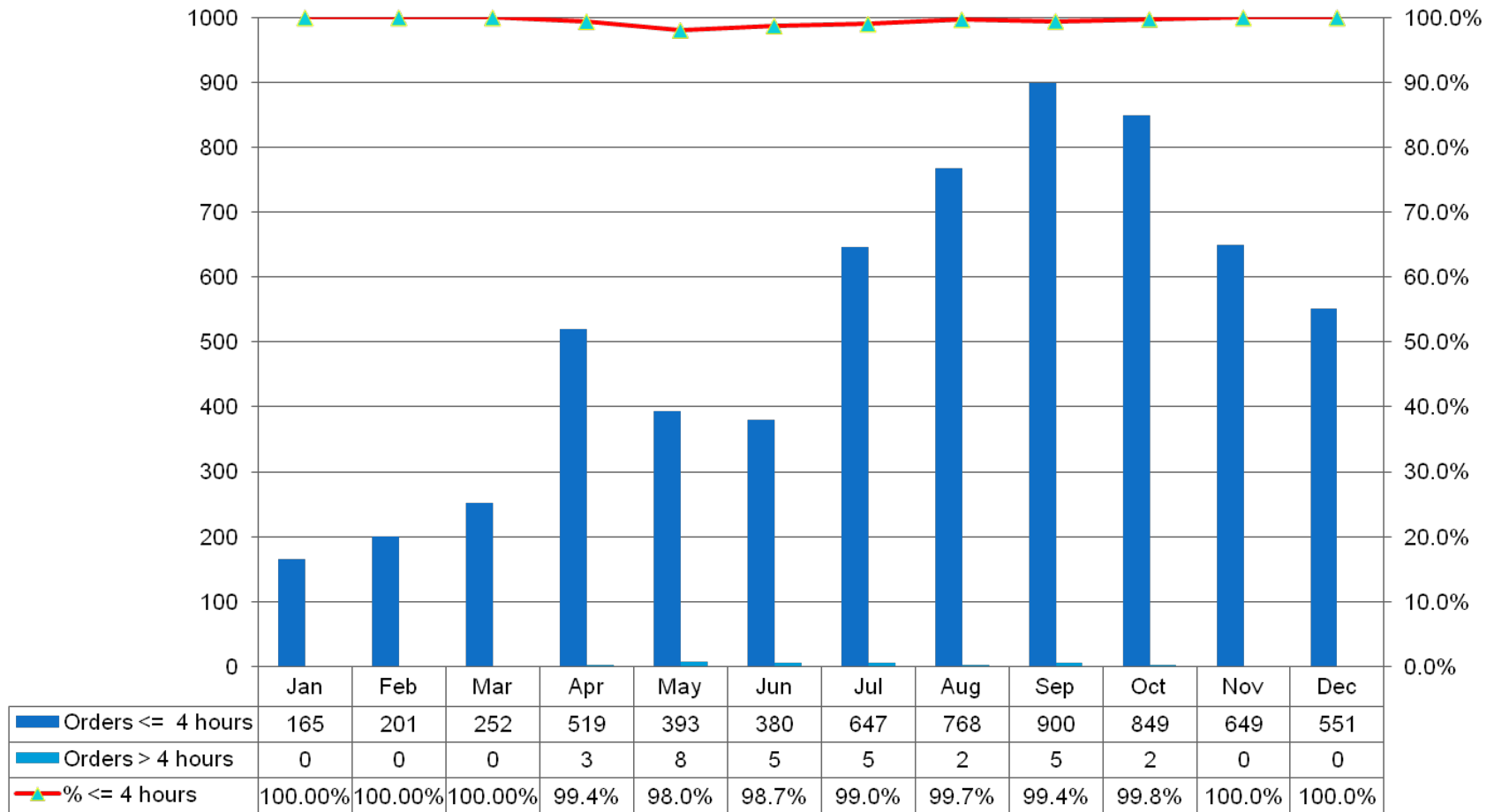


Liquidation Credit Tracking



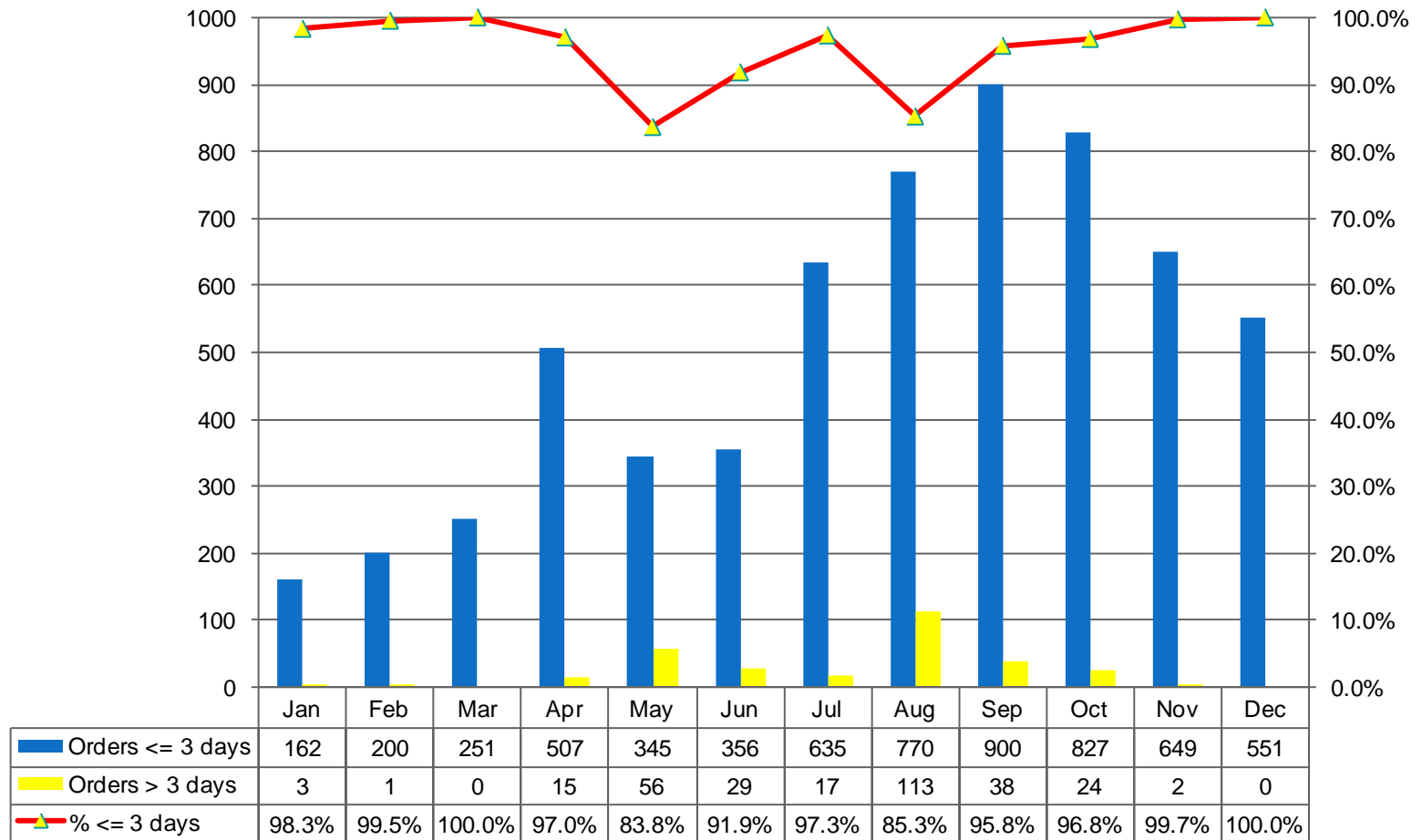
Order Processing SLA by Month

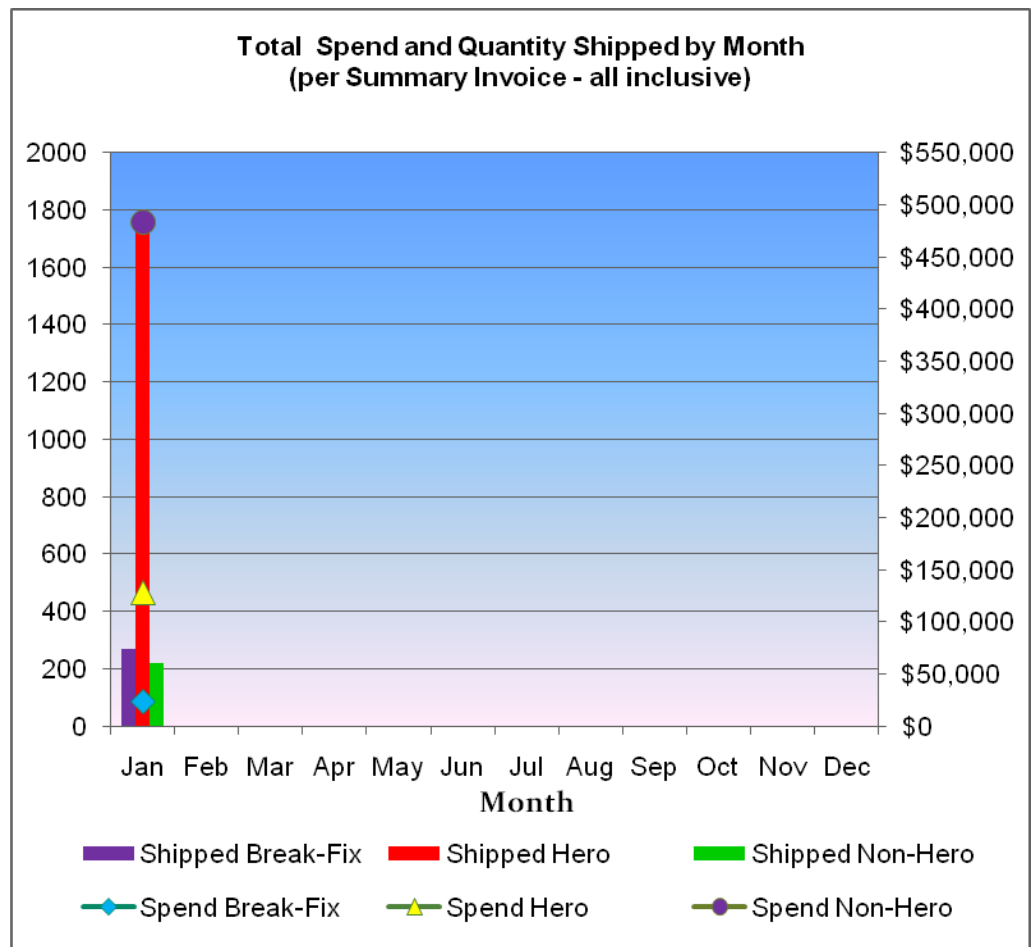
Orders processed within 4 hours of receipt



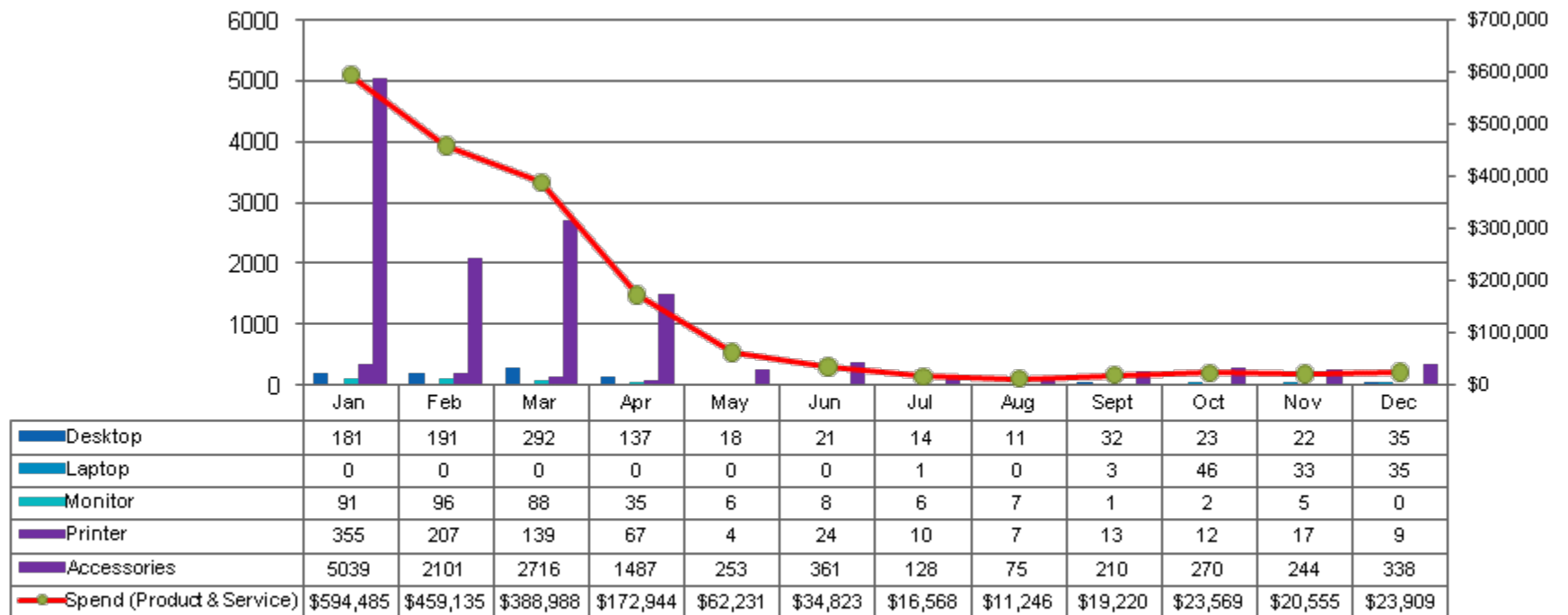
Order Shipping SLA by Month:

Orders shipped within 3 days of processing





Orders Processed and Shipped Same Day



Remediation SLA: DOA %

New Product

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	2009
Desktops	0.00%	0.00%	0.00%	0.00%	0.00%	1.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%
Laptops	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.49%
Printers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Servers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Monitors	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Accessories	0.00%	0.17%	0.12%	0.02%	0.33%	0.16%	0.33%	1.16%	0.55%	0.00%	0.00%	0.00%	0.24%
Total	0.00%	0.11%	0.08%	0.02%	0.24%	0.18%	0.26%	0.84%	0.70%	0.00%	0.00%	0.00%	0.20%