

VELOCITY EXTENDED OVERVIEW AUGUST 2024



Our Journey



20+ Years

Experience in Telecom & Managed Services

Telecom industry veteran Greg Kiley started Velocity as a long-distance telecom provider. As our service offerings grew, so did our breadth of knowledge and our expertise in providing best-in-class network operations.



Privately

Held Company

From our ability to raise capital, flexible operations, and our ability to give back to our local Toledo, Kansas City and Charlotte communities, we gain tremendous market advantages and benefits from our private governing structure.



Integrated

Solution Portfolio

Our customers realize that Velocity's fully integrated technology and managed solutions significantly improve how they communicate and do business. Our managed solutions make life easier and more profitable for our customers.



Secure

Cybersecurity Program

Velocity maintains a powerful cybersecurity program on three of the highest levels of certification in the industry, validated by third-party assessors on an ongoing basis. This includes SOC2, HITRUST, and NIST 800-53, among others.



500+

Professionals

Velocity has grown to over 500 employees supporting our customers' missions. We aspire to be a top "employer of choice" for all our team members. A happy and vibrant workforce delivers exceptional results for our customers, as evidenced by our significant growth and customer retention.

Managed Telecom Solutions at Scale

42,000+
LOCATIONS
SUPPORTED



**U.S. BASED
SUPPORT
24/7/365**

**OVER
3M+**

MANAGED DEVICES

ROUTERS, SWITCHES, MODEMS, ACCESS POINTS, SMART BOXES, SATELLITE DISHES, PCS, PRINTERS, TIMECLOCKS, SECURITY CAMERAS, DIGITAL PANELS, PAYMENT TERMINALS, ETC.



5,500+
CERTIFIED
TECHNICIANS

INDUSTRIES

HOSPITALITY, HEALTHCARE, RETAIL,
MANUFACTURING, GOVERNMENT

450+
CARRIER
AGREEMENTS

CLEC in 50 states



30* DATA CENTERS
THROUGHOUT THE US

ASHBURN (VA), ATLANTA, BOSTON, CHICAGO, DALLAS (2), DENVER, DETROIT, HOUSTON, FARGO, JACKSONVILLE, KANSAS CITY, LAS VEGAS, LOS ANGELES (2), MIAMI, MINNEAPOLIS, NEWARK, NEW YORK CITY, NORWALK, ORLANDO, PHILADELPHIA, PHOENIX, PORTLAND, SAN JOSE, SEATTLE, TAMPA, TOLEDO, VERMONT, WORTHINGTON (COLUMBUS, OH)

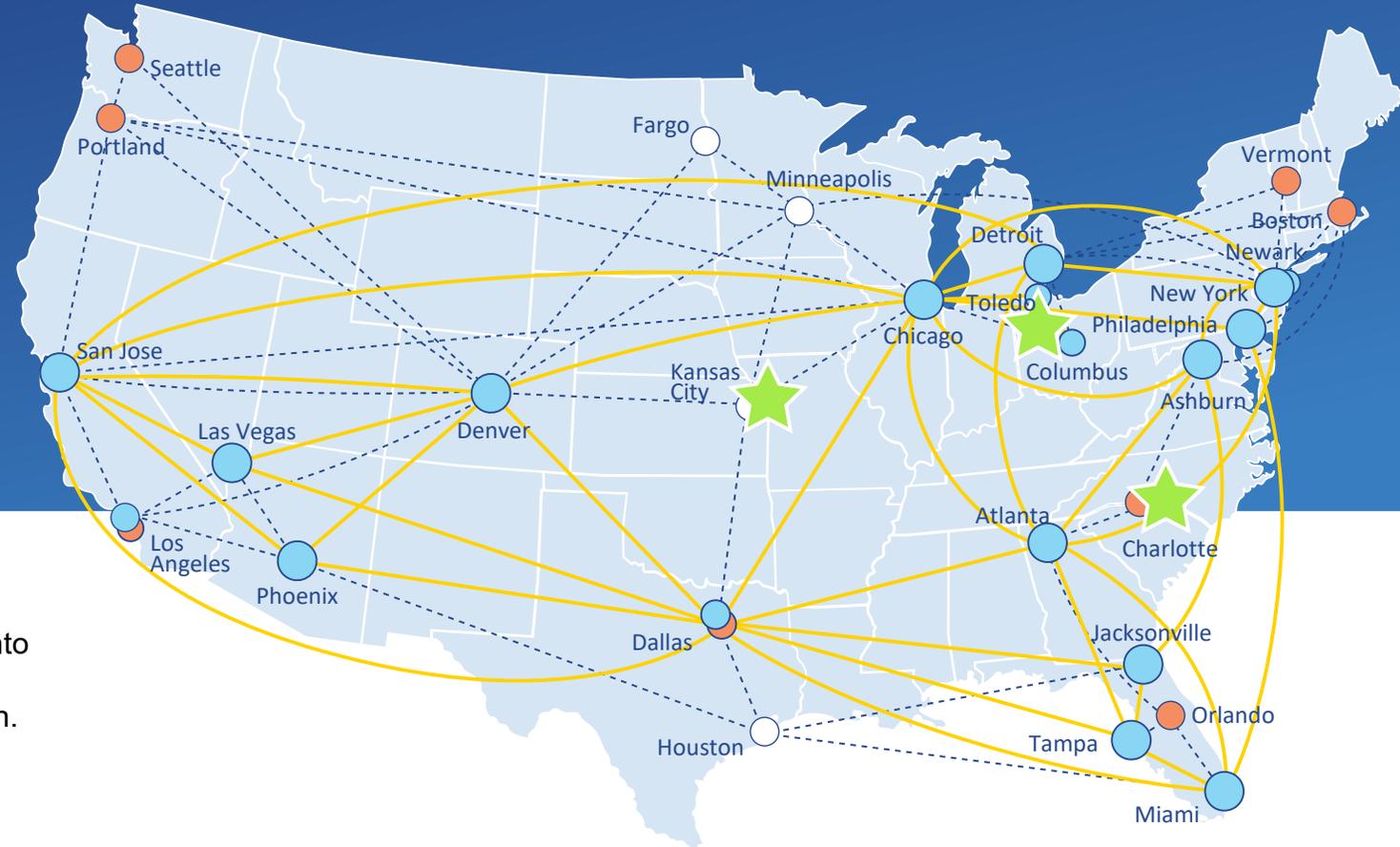
*18 are live, 12 are in process to turn up



**400+ Customers
ACROSS THE USA**

MANY BEING FORTUNE 500 AND BLUECHIP CLIENTS

Velocity's Private Nationwide Network Backbone



Uptime

- 99.999% uptime across our private nationwide backbone.
- We get our customers off the last mile as quickly as possible into one of our data center POPs (point of presence) to carry your critical voice & data over our private backbone to its destination.

Resiliency

- True diverse routes in and out of each data center POP, both from a carrier and pathing standpoint.
- Many of our POPs have 4+ paths in/out.
- Some larger cities strategically placed across the nation, even have two POPs in them for even more resiliency and scalability.

Low Latency

- We route your voice & data on the shortest path possible and over the lowest latency backbone segments to reach the destination as quickly as possible.
- This speeds up your applications and improves your voice quality at all times.
- There is much more to a high-performing network than grabbing any random Internet connection and hoping you get good performance.



Some of our Enterprise Customers



A Few of Our Hospitality Customers (over 7000 locations served)

Aimbridge

BRE
HOTELS & RESORTS

extended
STAY AMERICA

MARRIOTT

Hilton
HOTELS & RESORTS

CHOICE
HOTELS

LA QUINTA
INNS & SUITES

motel
6

SHERATON

L X R
HOTELS & RESORTS

BW Best Western.

HMM

HYATT

Fairfield
BY MARRIOTT

WALDORF ASTORIA
HOTELS & RESORTS

dreamscape

Suburban

RH
remington

TOWNEPLACE
SUITES
MARRIOTT

SPRINGHILL SUITES
BY MARRIOTT

HOME 2
SUITES BY HILTON

Red Roof

SUMMIT
HOTELS AND RESORTS

Residence INN
BY MARRIOTT

Regency
INN & SUITES

HOMEWOOD
SUITES by Hilton

COUNTRY
INNS & SUITES
BY CARLSON

CROWNE PLAZA
HOTELS & RESORTS

Holiday Inn
Express

HIGHGATE

Radisson

Executive Team



GREG KILEY
Chairman & CEO

- Founder & CEO
- 30+ Years Network & Telcom
- Primarily plays a sales role & strategic visionary



MARK WALKER
President & COO

- 30 years in Retail, Hospitality, and Manufacturing
- IT Executive, 30+ M&A deals, Enterprise Architecture, Infrastructure, Operations
- Food Lion, Delhaize America, Ahold, Extended Stay America, Ashley Furniture



BETTY ONG
Chief Financial Officer

- 15 years in the Telecom and Technology sectors
- Financial Executive, Financial Planning and Analysis, M&A integration, scaling and optimizing financial and accounting operations
- Unacast, Shore Group Associates, Thomson Reuters, Enforsys, and Verizon



JIM ROTHSCHILD
EVP, General Counsel & Data Privacy Officer

- 30+ years as a trusted adviser to C-Level executives at Fortune 1,000 companies and CEOs and owners of middle-market corporations
- Lead legal partner in 250+ acquisitions and dispositions for PE firms, Fortune 1,000 companies



WESTON MCDONALD
Chief Sales Officer

- 25+ years in Retail, Healthcare, and Financial Services industries
- Executive with experience across functional lines of business in consulting, sales, client management, and digital transformation
- IBM, Accenture, NTT Data, and others
- 20 Years Walmart Environment Experience



JOE ROSS
Chief Commercial Officer

- 25+ years in Media, Digital Media, Digital Signage, Sales and Marketing in the Retail, Entertainment, and Cinema Industries
- 15 years as a Company owner, with private equity transaction



CARLOS PAZ
EVP, Corporate Development

- 20+ years in Retail, Government, and Hospitality
- Experience leading Strategy, M&A, and Project Management Offices
- Lowe's, Extended Stay America, Mid-Atlantic District Export Council, and Vantage Laboratories



ANTHONY NGUYEN
CIO & CISO

- 15+ years in Retail, Marketing, and Manufacturing
- IT Executive, Network, Cloud Architecture, Security, Infrastructure, and Operations
- Food Lion, Delhaize America, Catalina Marketing, and Ashley Furniture



BRANDON LEHMANN
Chief Technical Officer

- 20+ years in Telecom, Retail, Marketing, Hospitality, Industrial, and Healthcare
- IT Executive, Architecture, Infrastructure, Software Development, Intellectual Property
- Regional & National ISPs, Higher Education, SMB Solutioning



Customer obsessed

We obsess over our customers by providing outstanding support, products, and services that deliver superior value. We do this by listening to our customers' needs, building long-lasting relationships, and responding with innovative solutions.



One team

We win together, as one team. We help each other succeed by fostering an environment that produces positivity, respect and creativity.



Do the right thing

We act ethically and with integrity – no exceptions. We keep our promises and do the right thing for our team members, customers and communities.



Let's go!

Fast and nimble, we act with a sense of urgency in everything we do. We constantly challenge ourselves to achieve more. We keep moving forward for our team members, customers and communities.

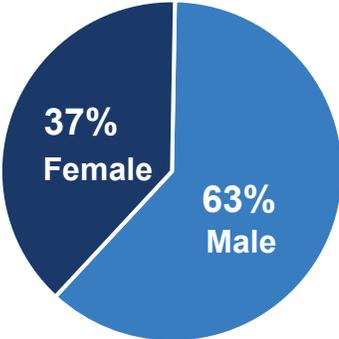


Diversity, Equity & Inclusion – Efforts and Committee



In 2020, Velocity established the Diversity, Equity, and Inclusion (DEI) Committee to promote an inclusive work environment and support causes that resonate with our team members. The DEI Committee has played a pivotal role in shaping Velocity’s inclusive culture and ensuring we move together as a unified and informed organization.

The formation of Velocity’s DEI and Outreach Committees has empowered our team members to share their stories and champion various initiatives important to them – uplifting and supporting disadvantaged groups and causes within our community.



Women in Management at Velocity, a Very High % for Tech Companies



Toledo Pride Parade



Veterans Day Celebration



4 Amazing Stories: Celebrating Women at Velocity
Storytelling – Historical / Cultural



Life at Velocity

Velocity is committed to diversity and inclusion and is dedicated to fostering a work environment where all team members are comfortable bringing their authentic selves to work and have equal opportunities to thrive. Our team members work collaboratively and draw inspiration from various perspectives and experiences that make each of us unique. This strengthens our connections with our team members, customers, and communities.

Certifications and Partnerships with Relevant Technology Providers



Certifications



Solution Partners



Industry Compliance & Security Programs Velocity Operated Under



Certifications



Cyber Insurance



The Velocity Difference

Customer's technology environments are supported by V-Select®, Velocity's proprietary Operational ERP that specializes in supporting retail, hospitality, and other industries.



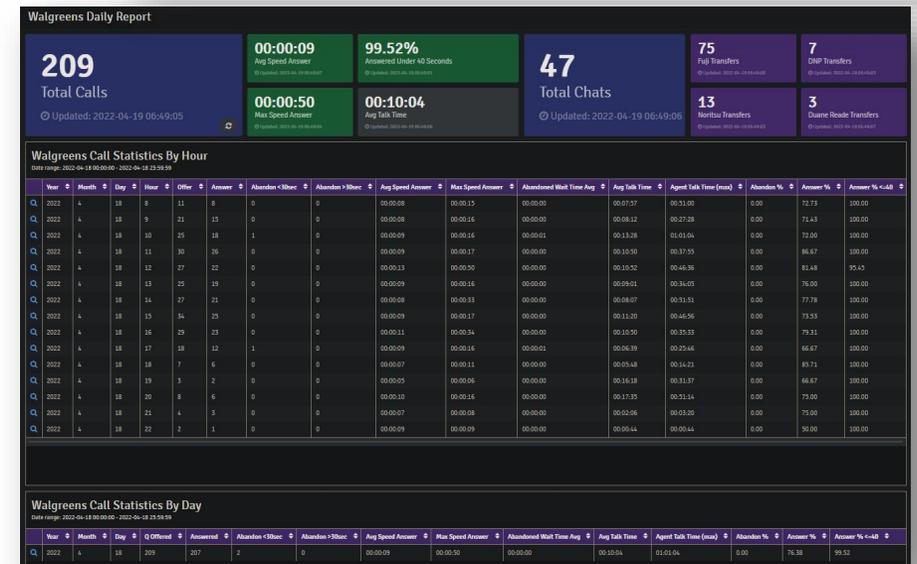
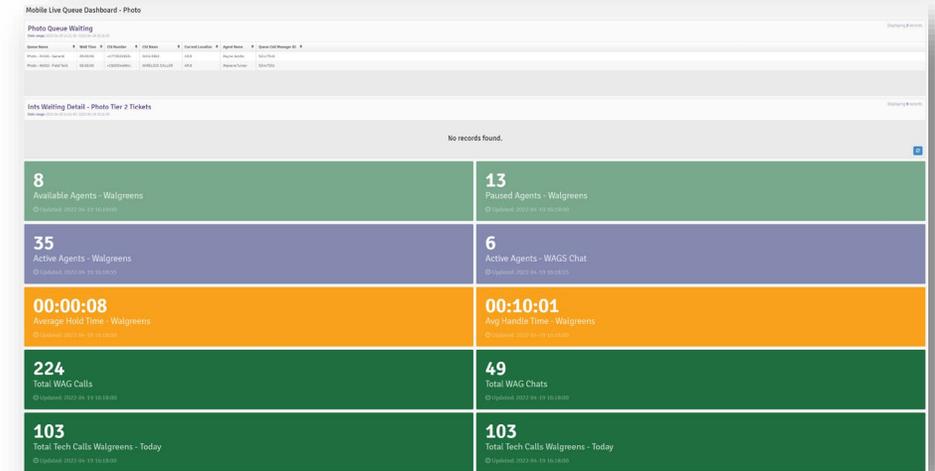
- It is a tightly coupled system that integrates and manages end-to-end all aspects of the product support lifecycle: customer interactions, escalations, parts inventory, shipments, on-site dispatches, and returns.
- It is a fully integrated CMDB & Asset Management system that customer equipment details: location, installation details, serial number, # repairs, sellable consumption, troubleshooting notations, and more.
- It is a feature-rich ticketing system designed specifically to meet our customers' needs.
- It contains our in-depth knowledge of hotel technology issues and resolution paths. There are thousands of use cases built into this knowledge base that make us efficient and effective at hotel tickets promptly, ultimately reducing downtime for hotels and their guest.
- It tracks all parts shipments, product returns, and technician dispatches to ensure the right tech shows up with the right parts in a timely manner.

We are actively working on our next generation of V-select that will include a mobile app for customers, modern cloud-based architecture, more robust reporting engine, and tighter integration into 3rd party help desk and monitoring systems

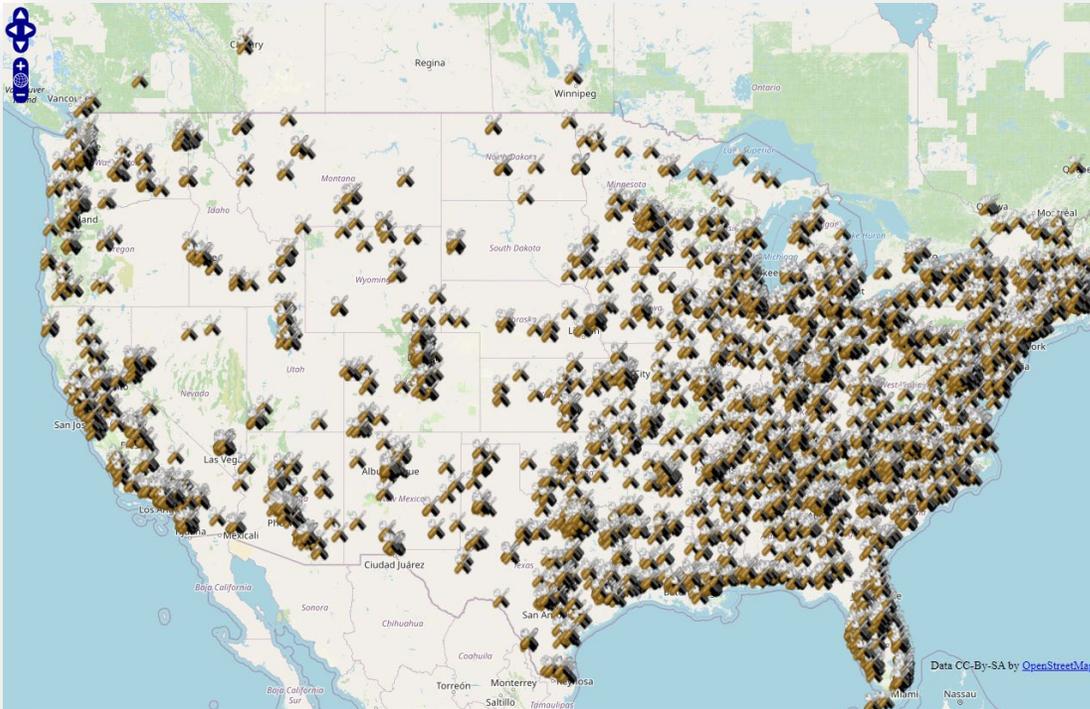
Contact Center & Interaction Management

We leverage a world-class contact center solution that has custom integration built into our V-Select system to provide end-to-end support lifecycle management

- Cloud-based call & support system providing resiliency & support for a remote workforce across the nation, giving our customers enhanced business continuity to their support model.
- We can take calls via Phone, Email, Chat, Text. Since implementation, Many of our customers have heavily adopted the chat function, allowing associates flexibility to multi-task and keep troubleshooting moving forward while handling other tasks.
- We manage the teams with live-in-the-moment statistics on agent activity, hold times, handle time, missed calls, abandoned calls, etc.
- We currently provide daily reporting and statistics to our customers based upon their needs.
- This tool enables us to manage the performance of remote workers and their effectiveness.
- Our call centers are lit up with panels displaying these statistics, and team leaders & managers have dashboards live at all times on their PCs and mobile devices to manage their teams with.



Field Services Team & Dispatch



Velocity Field Services Footprint

We manage a field services team of 5500+ technicians:

- We have a team of 30+ dispatch coordinators focused on putting the right tech on the right job at the right time
- These techs go through a thorough in-house and online training program to ensure they can service all aspects of hospitality environments.
- These techs have instant online access to our robust knowledge base of known photo lab issues as well as a hotline to call into a T2 or higher support technician for hands-on walk-through via video chat
- We use these same highly trained techs to conduct project rollouts for customers on a requested basis
- A new tech is required to complete 3 jobs with a platinum tech before being allowed to operate alone in your locations
- A highly sophisticated system that ranks our techs and their technical competencies to ensure we put the right tech on the job
- We also have a special SWAT team that we fly around the nation at a moment's notice to fix extremely difficult or critical situations for customers

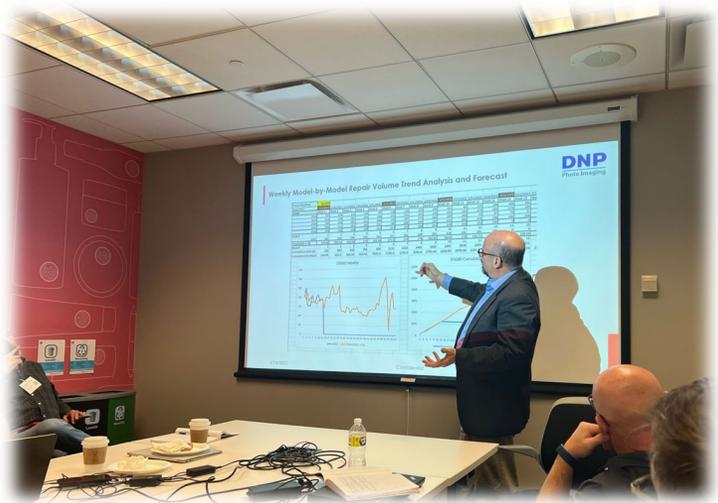
Demand Management & Warehousing

We operate a state-of-the-art warehouse and shipping facility to ensure we deliver the right part to the right location on time:

- We utilize state-of-the-art lean processes and workflows to optimize our costs and effectiveness
- We maintain \$10M+ of device and component inventory for our customers. We plan strategically with them to avoid future supply chain issues and to maximize cost savings through group volume purchases.

We have our own demand management team and forecasting system focused on making sure we keep the right number of parts on hand to meet customer demands:

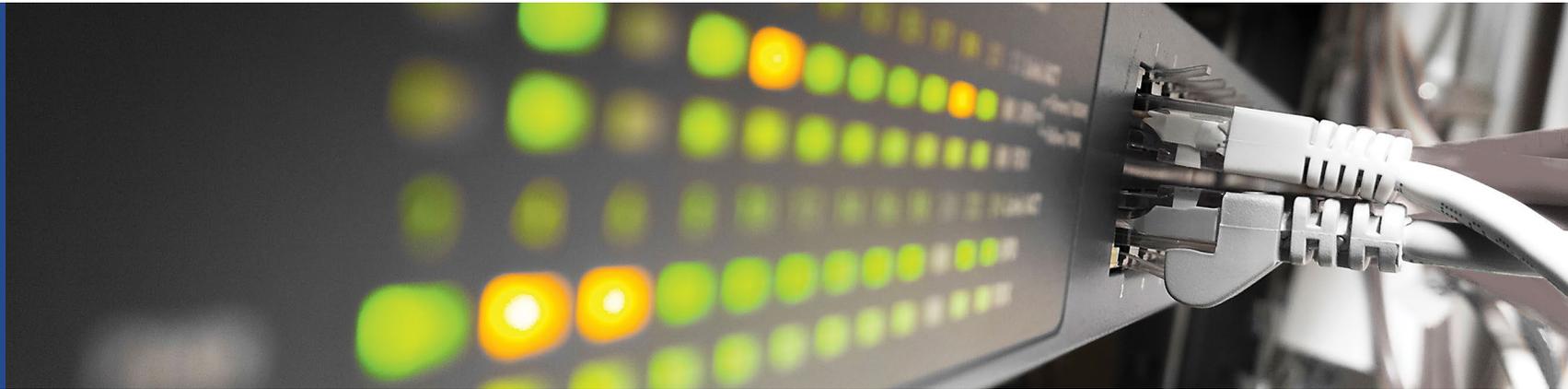
- Robust trending and analytics mapped against supply chain capabilities to ensure orders are being tracked, received, inventoried



Alan (Velocity) presenting with DNP, our forecasting analytics to help manage their busy seasons and to ensure product is always on hand.

Service Offerings

Managed Network + Data



Customized IT solutions to manage your company's network

With Velocity's team of IT experts, your business forgoes the need for an in-house IT department—saving you time and money by allowing your employees to work unhindered by technological problems or system errors.

Velocity is positioned as a strategic partner with 450+ carriers and a registered competitive local exchange carrier (CLEC) in all 50 states.

What's Included

- Fully managed fiber, broadband, and Wireless 4G/LTE solutions
- LAN, WAN & Point to Point solutions and management
- Direct access to dedicated account managers, project managers, engineers, service technicians, and customer care teams
- 24/7/365 monitoring and support

Benefits

- Timely responses to problems with systems, software, and hardware
- Unrestricted visibility into your infrastructure
- Access to V-SELECT® Client portal to help you manage projects, IT devices, and environments from the same place



Managed Wi-Fi



Reliable and cost-effective connectivity for your enterprise

Velocity's managed wireless product offers a site-by-site custom-engineered solution to maximize your enterprise connectivity across your portfolio of business locations. We can install, deploy, and support on-site equipment regardless of the manufacturer.

We'll troubleshoot wireless dead zones, add access points and replace any end-of-life equipment to ensure your staff, customers, and guests have best-in-class coverage.

What's Included

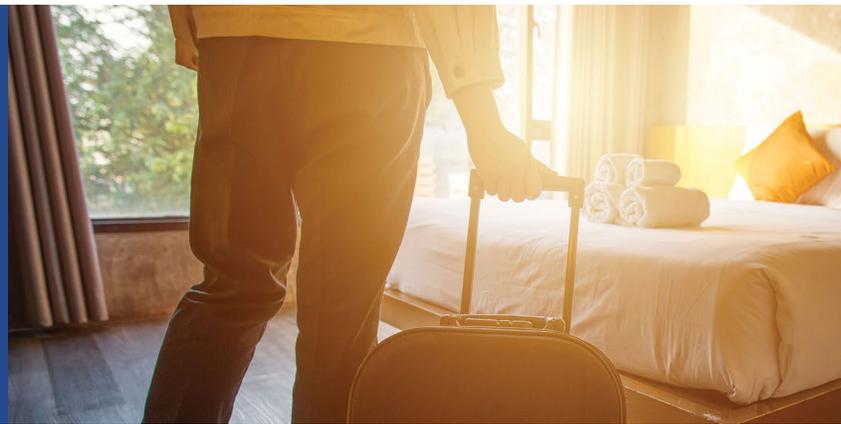
- Deployment and installation of equipment
- Optimal wireless coverage
- Password protection for Service Set Identifiers (SSIDs), multiple users, and private networks
- Project management and coordinated technician dispatches
- U.S.-based 24/7/365 support
- Gateway device management with advanced reporting via our V-SELECT® client portal
- Industry-leading guest Wi-Fi service

Benefits

- Ability to set custom policies based on users/devices and terms, and conditions page
- Branded splash page with promotions and add-ons for customers to see while they connect to your offered Wi-Fi
- Access Excel exportable logs, trouble tickets, ping and bandwidth graphs for data through our V-SELECT portal
- Deploy remote sites and preconfigure devices from the cloud



Guest-Focused Hospitality Solutions



Streamline your hotel technology and elevate your in-room guest experience with Velocity

Velocity's Guest-Focused Hospitality Solutions allow your staff to focus on the day-to-day while your guests relax and enjoy your hotel amenities. We don't just stop at installation. Our team builds the user interface via our network management software (V-SELECT®) to allow for constant network monitoring and user support to your hotel 24/7/365. Our 5,500 skilled field technicians are always available to troubleshoot problems and repair or replace faulty equipment.

Guest-Focused Hospitality Solutions

Free to Guest TV

- Compact satellite headend saving space and energy
- 24/7/365 monitoring, management, and support
- Variety of entertainment, news, sports, and premium channels
- Technology solutions to support nearly all TV makes/models
- Property welcome channel to promote hotel brand and amenities
- V-CAST™ our casting solution powered by Chromecast™

Managed Guest Wi-Fi

- Guest gateway device management
- Splash landing page customization
- Industry-leading Guest Wi-Fi service levels
- 24/7/365 call support and monitoring
- 100% U.S.-based call support center

Value Adds Partnering with Velocity

- One trusted partner so you don't have to rely on anyone else for installation, repairs, and troubleshooting.
- Customizable offerings, such as Wi-Fi landing pages used to promote your hotel, property amenities, and management programs for your business.
- V-SELECT®, our network management software and client portal, provides insight and the ability to monitor and manage projects, IT environments, and equipment in one place.





We manage all your Telecom expenses in one place

Velocity's TEM service, Global Expense Management (GEM), provides businesses with the tools to track telecom expenses across various locations and providers.

In one accessible dashboard, Velocity's customers gain comprehensive insights into their expenditures and receive services such as auditing, consolidating, invoicing, and a detailed and accurate final expense report at no extra cost.

What's Included

- **Auditing** – A comprehensive audit of all your service providers, service details, and fees to identify opportunities to save money
- **Invoicing** – A consolidated monthly invoice to upload into your accounting system
- **Payment** – Submit a single payment to Velocity, and Velocity pays all service provider invoices within 7-days of receipt
- **Single Point of Contact** – Access to Velocity's 100% U.S. based 24/7/365 expert support team.

Benefits

- Easily identify overspending patterns
- Control costs and avoid unexpected budgeting expenditures
- Simplified auditing that includes all your service providers, service details, and fees, along with an exact savings commitment
- Access to the V-SELECT® client portal to help you manage projects, IT devices, and environments from the same place



POTS IN A BOX®

A modern, affordable alternative to analog phone lines



Copper Lines Becoming Obsolete

In 2019, the FCC issued Forbearance Order 19-72A1, requiring carriers to “sunset” and effectively end support for POTS lines by August 2022.

Why Should You Care?

As a result of the 2022 deadline, POTS line costs have skyrocketed – with some paying 100’s, even thousands of dollars, for a single POTS line.

While VoIP and other internet-based calling are viable alternatives for many enterprise applications – several crucial everyday appliances require a standard RJ11 POTS connection and an analog dial tone.

Use Cases

- Fire Alarm Panels
- Burglar Alarms
- Elevator Phones
- Fax Machines
- Point-Of-Sale
- Standard Voice Lines

Velocity’s All-In-One Solution

Our solution uses a wired internet connection and/or a cellular component (SIM card) as the primary path to our robust SIP Network, made up of 22 data centers strategically located in metro areas of the US.

When a call originates from your fire panel, elevator phone, etc., the voice traffic is converted into data packets and routed over this highly secure, reliable SIP Network.

Key Benefits / Value Proposition

- Save up to 50% monthly by canceling your current POTS line service
- 24-hour backup battery and Dual SIM capabilities provide ultra-redundancy where it matters (Fire, Elevator, Burglar use cases)
- One consolidated, easy-to-read invoice for all your locations & services
- Professional Site Surveys & Installation to ensure 100% satisfaction and compliance with all necessary codes
- Proactive 24/7/365 Management & Monitoring & Expedited Remote Troubleshooting from our US-based NOCs
- Complimentary V-SELECT® customer portal access
- Fast Dispatch of one of our 5000+ certified technicians for on-site assistance

CDS-90X1



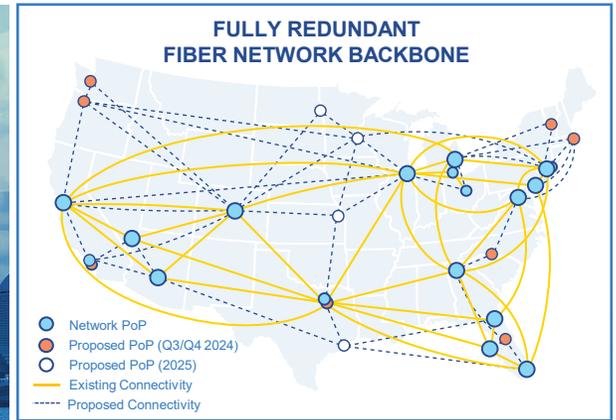
CDS-9090



CDS-9070



V-CLOUD™ SD-WAN Solution



Cost-effective solutions for network adaptability

Velocity's V-CLOUD™ service uses SD-WAN technologies, backed by our nationwide data network, to deliver a state-of-the-art solution that increases uptime and leverages multiple connections by simplifying deployments or replacing an MPLS network.

Availability

- Dual path circuit diversity throughout the network
- Tier 1 carrier-neutral data centers
- Multiple service options and providers (fiber, broadband, wireless)
- Fast and easy to upgrade bandwidth
- Hosted head-end services with nationwide points of presence

Cost

- Service provider aggregation for maximum cost-efficiency
- Dual-use of circuits eliminates the extra cost for rarely used failover circuits
- Increased scalability at a lower price point
- Effective for small and medium-size customers
- Less cost for network maintenance

Benefits

- Prevents bringing down site service during a single circuit failure
- Accounts for changing network conditions
- Leverages Velocity's nationwide network and avoids internet congestion
- Increases application resiliency and reduces latency in critical systems

Security

- Standards-based encryption to form a secure network cloud
- Encryption keys isolate traffic with a controller on site
- Multiple active paths increase security
- Firewall on the router provides additional layers
- Transports mission-critical data such as VoIP, POS, file sharing
- Availability for Cloud Interconnect (AWS, Azure, GCP)



VBAND® Router & Switch Solution



Reduce your infrastructure and support costs

Velocity's second-generation bandwidth manager offers enterprise-level connectivity and versatility and serves as a gateway, load balancer, and SD-WAN appliance.

Its versatile network can be configured as full switching ports or dynamic routing ports and works with both broadband and fiber connections.

Core Networking

- High-speed routing & switching
 - 5.0 up to 1.0Gbps
 - 6.0 up to 12Gbps
 - 10.0 up to 10Gbps
 - 25 up to 25Gbps
 - 100 up to 100Gbps
- IPv4 and IPv6
- Bridging (STP/RSTP)
- VRRP
- DHCP Client/Server/Relay
- DNS Cache/Forwarder
- Dynamic Routing
 - BGP
 - OSPF
 - RIP

Traffic Engineering

- QoS
- Port Speed Policing
- Basic IP Hotspots
 - Simple ToS Splash Page
 - Session Limits
 - Per User Bandwidth Allocation
- Policy Based Routing
- Load Balancing
 - Per connection
 - Round robin

Security Mechanisms

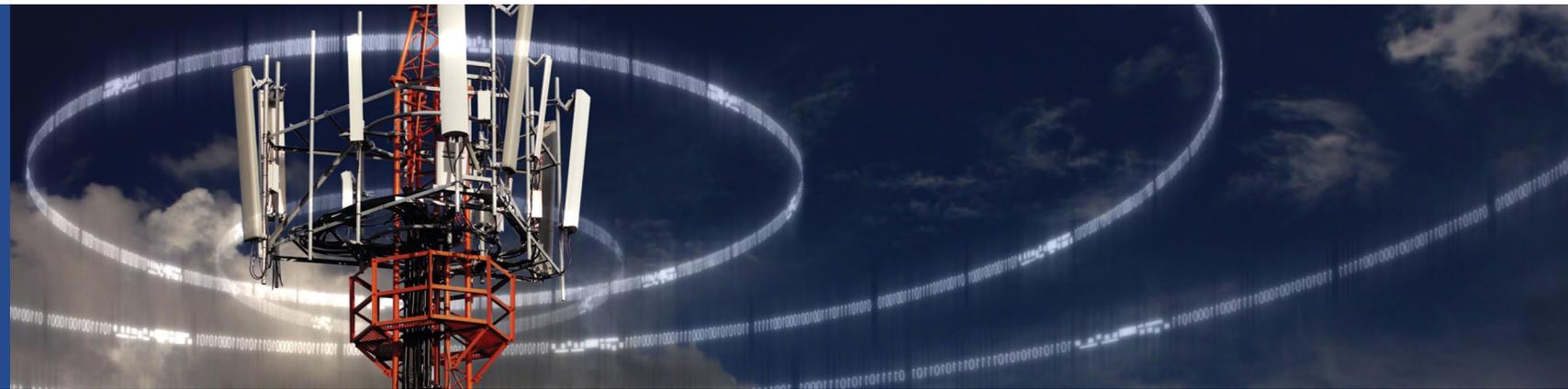
- VLANs
- Content Filtering
- Firewall Functionality
 - Filtering (ACLs)
 - NAT and PAT
- Radius Authentication
- VPN Tunneling
 - GRE
 - IP-IP
 - L2TP
 - PPTP
 - SSTP
 - IPSec
- Syslog and Email Alerts

Benefits

- Static, dynamic, and policy-based routing utilizing protocols
- Traffic engineering to minimize network congestion
- Manage IT projects with our V-SELECT® Client Portal
- V-CLOUD™ support with aggregate bandwidth capacity



Wireless 4G/5G Failover



A reliable backup connection for when all else fails

Velocity's 4G/5G Cellular Failover offers a reliable and cost-effective solution to maintain your connectivity in times of need.

Unfortunately, natural and man-made disruptions to landline WAN circuits occur all too often, potentially bringing your business to a standstill. Deploying a cellular wireless solution with automatic failover ensures your business operations run smoothly.

What's Included

- Provisioning through top 3 wireless carriers (AT&T, Verizon, T-Mobile)
- Public IP available through specific carriers
- Procurement and warehousing of cellular routers
- Project management and coordinated technician dispatches
- Installation of equipment
- 24/7/365 management and monitoring

Benefits

- Maintains network availability
- Diverse from landline WAN circuits
- Automatic failover capability
- Back-channel into the router when primary WAN is offline
- Cost-effective and easy to deploy



SIPBand™ + VoIP & Hosted PBX Platform



Quality voice services for your business

Velocity's VoIP is built upon our nationwide data network that has been designed with stability and scalability in mind, providing customers with optimal call quality and unsurpassed reliability.

Combined with the PhoneSuite Voiceware Platform to provide best in class PBX services the two services are designed to meet the ever-changing needs of hotels.



What's Included

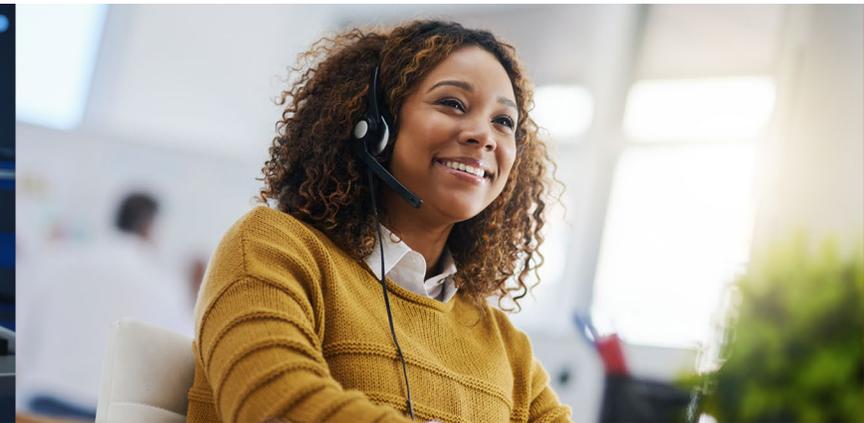
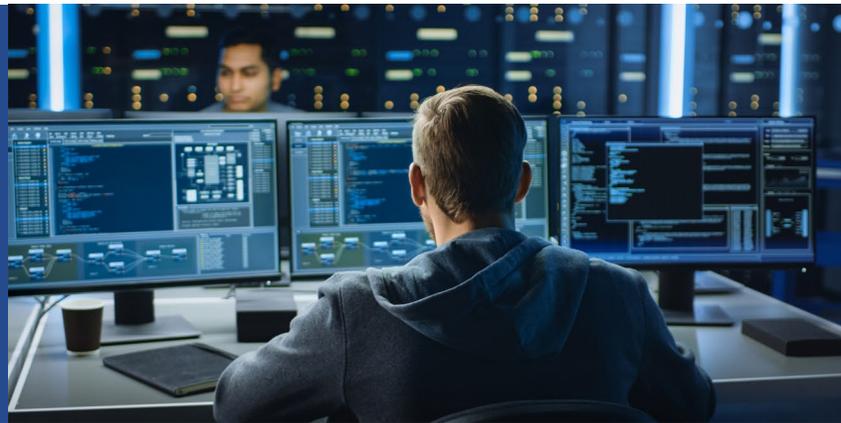
- Auto attendant, IVR, music on hold, do not disturb, find me/follow me
- Extension dialing, conference bridging
- Call Accounting
- Caller ID, forwarding, transfer, hold
- Speed dial, 3-way calling, SMS
- Multiple PMS integrations available
- Fax to email
- Voicemail, voicemail to email
- Number porting (keep existing phone number)
- Softphone integration
- Alternative/emergency call routing
- E911 & Dynamic Location (DLOC) Compliance

Benefits

- Excess capacity routed through Velocity's thirteen major market PoP locations
- Eliminates downtime by immediately rerouting calls in the event of regional outages
- Leverages the best of traditional and modern voice infrastructure to support your VoIP needs cost-effectively
- Access to the V-SELECT® client portal to help you manage projects, IT devices, and environments from the same place
- Hosted PBX solutions, powered by PhoneSuite, allow for the removal of on-premise legacy PBX systems



NOC + Call Center Support



Best-in-class call center support services for your IT environment

Velocity's U.S.-based support services team and Network Operations Center (NOC) provide technical assistance for your critical software and hardware products.

Our team members are available 24/7/365 to resolve issues as they arise for both your team and your guests.

What's Included

Network Operations Center (NOC)

- 100+ dedicated support team—handling 750+ inbound and 1500+ outbound calls/day
- Seamless installation and troubleshooting
- Data, voice, network hardware, and software installation support

Benefits

- 100% USA based Call Center and Network Operations Staff
- Shorter wait times for customers, keeping your satisfaction rate high
- Scales with your business as it grows, adding more support as you add more customers and employees
- Flexibility to adjust quickly to sudden changes
- Access to the V-SELECT® client portal to help manage projects, IT devices, and environments from the same place

Call Center Support

- 125+ dedicated support team—handling 2,000+ inbound and make 500 outbound calls/day
- Network, computer, and peripherals support
- Quality customer experience to ensure that your guests can use the systems they need



Microcell, DAS & Cellular Extender Services



Having problems with cell phone coverage in your building?

We offer an array of FCC approved solutions through our X-TEND4 and X-TEND5 product lines to help solve cellular coverage issues within your buildings in a cost-effective manner.

Improve 4G/5G* coverage in high traffic areas such as lobbies, meeting spaces, and warehouses using the latest cellular technologies.

* 5G coverage not yet available in all markets.

What's Included

- Cellular coverage solutions leveraging single or multi carrier coverage
- Internet based Microcell solutions to bring cellular coverage to a portion of your building that may lack coverage from the carriers
- Remote monitoring ensures FCC compliance
- X-TEND4/5 cellular extenders provide coverage into hard-to-reach areas without a significant on-going expense
- Site Survey and viability checks to ensure that each custom-tailored solution meets your coverage needs

Benefits

- Low ongoing service costs expand coverage in hard to cover areas
- Keep your employees, guests, and customers happy by providing them cell coverage throughout your facilities
- Improve cellular coverage in high density areas such as meeting spaces and lobbies
- Ensure people feel safe being able to call 911 or others for help
- Regardless of your problem, we have a solution that will fit your needs



Other Telecom Services

1-800-



We also offer a full suite of Telcom services

We can be your one stop shop for all things Telcom related. This includes very competitive 1-800 Services, IVR Call Tree Hosting, and Long-Distance Services. Regardless of your Telcom needs, we can meet them.

What's Included

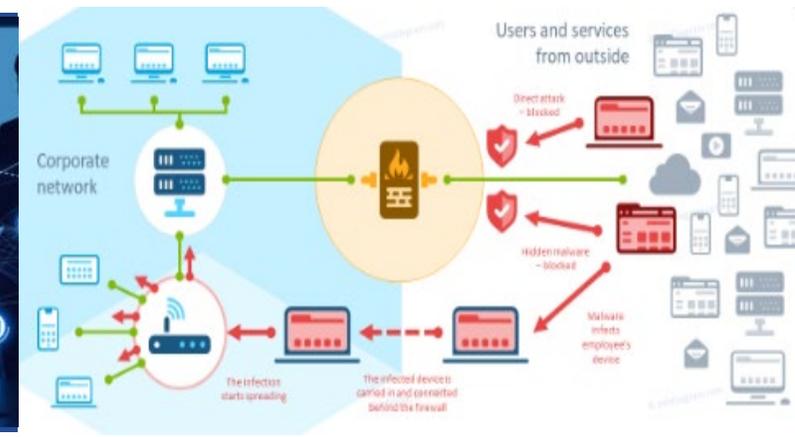
- 1-800 services
- Long Distance services
- IVR Hosting
- Call Tree Design, Setup, & Maintenance
- Reporting & Analytics based upon call tree selection & routing

Benefits

- Cost effective 1-800 services for your customers to enable engagement
- Long Distance services with billing and reporting to optimize your business use of international call
- Business process streamlining & efficiency through highly effective call tree design
- One provider for all your Telcom needs, reducing finger pointing and administrative overhead of managing multiple vendors



Network Architecture & Design Services



Guidance You Can Trust

Velocity's team deploys and managed technology for a wide variety of industrial verticals. Leverage our experience in network architecture and design processes to reduce the time to deployment by utilizing real world deployment experience.

What's Included

- **Network Architecture** – Our team will work to understand your business' technology, operational, and budgetary needs to present you a solution that makes the best use of your resources.

- **Network Engineering** – Velocity's team works closely with your team to define configurations, policies, and understand the finer details of each deployment.

Benefits

- Leverage decades of network architecture & design experience to your advantage
- Reduce your time to deployment
- Understand and mitigate real world deployment issues before they happen
- Deploy custom solutions tailored for your business needs



Project Management + Deployment



Our project managers handle every stage from development to implementation

Velocity's unique four-step project management process enables us to work with your business to create a customized strategy that can cut back on the time it takes to install and implement new services or systems.

We take a vendor-agnostic approach and will partner with the service provider of your choice.

What's Included

Project Management Services

- Overall Program Management
- Planning and project procurement
- Project financial management
- Site coordination
- Status reporting and resource management
- Risk/Issue management

Benefits

- Projects are delivered on time, on budget, and to the customer's agreed-upon specifications
- Continuous monitoring and supporting to ensure the equipment, system, and service work as intended
- Customized service to meet the timeline your business requires to run smoothly
- Tight coupling to our field services team of over 5000 professionals to execute on-site project tasks



Physical Security Cameras & Monitoring



Ensure your workplace and customers are safe via our state-of-the-art solutions

Velocity uses a vendor agnostic approach to security solutions which allows us to take over the management and monitoring of any existing environment as well as providing design and installation of new systems.

What's Included

- State of the art design for your physical security needs
- Monitoring of the environment from an uptime allowing us to proactively replace damaged or broken devices
- Vendor agnostic approach allowing maximum compatibility with your existing services
- Monitoring and management of your stored video footage
- Chain of custody handling for investigations or your video pull needs
- Industry-leading guest Wi-Fi service

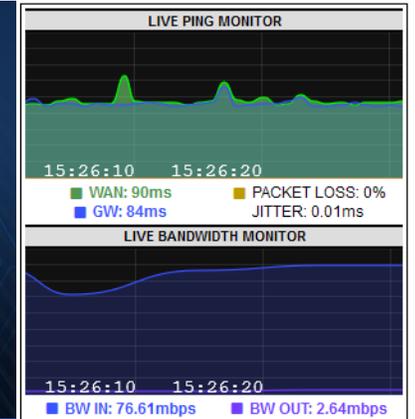
Benefits

- One company to managed all the technology and security services in your locations
- Full end to end visibility into your environment
- Professional handling of your incidents and video needs
- All US Based support 24x7x365



V-SELECT®

24/7 Client Portal



Visibility into your entire IT infrastructure all in one place

Velocity's V-SELECT® custom-developed software is refined for each customer's unique needs as an end-to-end, integrated IT solution.

This revolutionary monitoring, tracking and troubleshooting portal shows the current health of your network, collects data from multiple locations and helps to remediate problems with your service providers while providing on-demand reports for hundreds of different metrics.

What's Included

Connections and Tracking

- Centralized list of customer supported assets, locations, shipping updates, tech support details, and ticket status
- Tracking of all Phone lines, LAN & WAN connections, Equipment, Network Gear, etc.

Billing and Invoicing

- Account statements, billing locations, and payment processing
- Past and current invoice history
- Customized invoicing for services and locations

Benefits

- Complete visibility over any Velocity-managed service at no additional cost
- Monitors built for one-off customer devices that will be added to the portal
- NOC immediately alerted of any trouble tickets due to atypical bandwidth utilization

Data Features and Insights

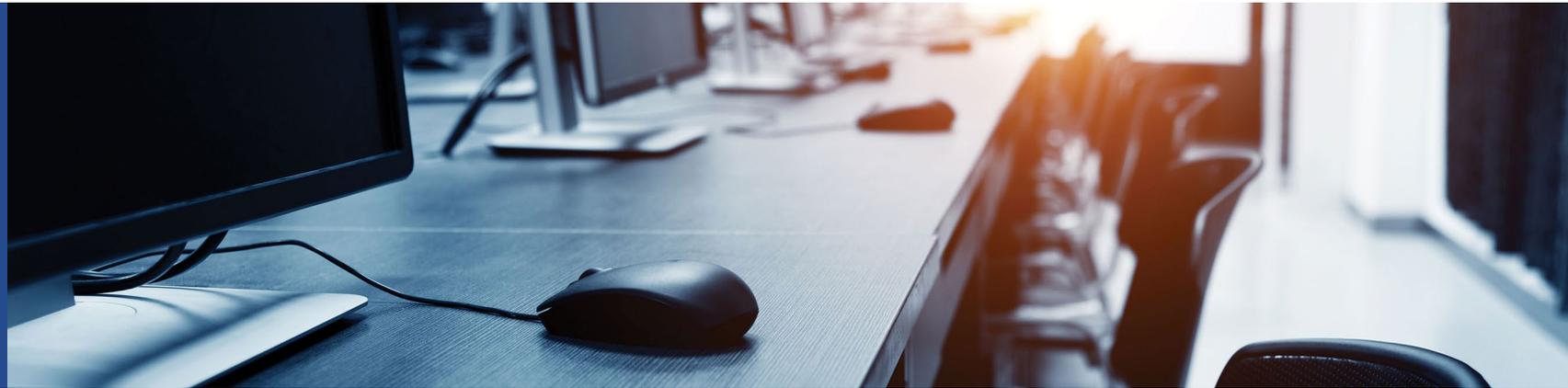
- Service-level analysis reporting
- Bandwidth utilization reporting and tools
- Ping and bandwidth graphs
- Custom ticketing system for tracking important events and historical insights

Voice Features and Reporting

- Voice lines inventory list
- Call detail records, statistics, and call flow reporting
- Reroute calls remotely



V-Support



Save time and money—let us manage your IT environment

We monitor and maintain desktop computers, printers, tablets, timeclocks, network equipment, firewalls, and more.

V-Support oversees the entire lifecycle of customers' IT needs from design, deployment, upgrades, day-to-day management, administration, patching, security, and monitoring and currently provides end-to-end onsite and remote managed services to over 20,000 locations.

What's Included

- IT equipment such as desktops, kiosks, payment devices, credit card terminals, and timeclocks
- IOS and Android tablets
- IoT devices and controllers
- Small office, large commercial, specialty photo printers, scanners, and copiers
- Point of Sale (POS) & Property Management System (PMS) support
- Cash Drawer
- Wireless, wired, cabled network environments, switching, firewalls, gateways, controllers
- Phone systems and telecom equipment
- Windows and Linux servers
- Credit Card Terminals & Pin Pads

Benefits

- Antivirus and Malware Protection
- Upgrades and enhancement
- Daily user support
- On-site backup solutions
- Hosted email, voice, and collaboration solutions
- Proactive monitoring and NOC support
- Imaging and automation
- Warehousing, logistics, shipping, and inventory management
- Manage and monitor multiple IT projects and devices through V-SELECT®



Television Installation & Replacement



Reliable and cost-effective television installation & replacement services

We have creative programs to keep replacement TVs and peripherals on-hand in our warehouses for quick replacement of your broken TVs, remotes, and other accessories.

This volume purchasing allows us to maintain aggressive rates and have your produce on-hand when you need it for either a break/fix situation, grand opening, or other deployment needs.

What's Included

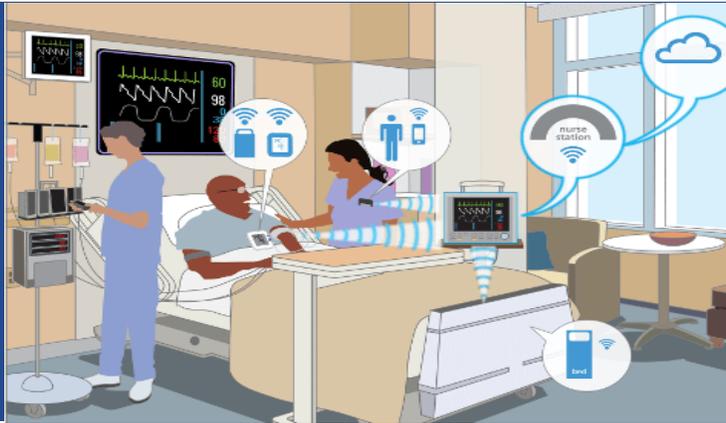
- Warehousing and inventory management
- Custom reordering portal for your needs
- Ability to integrate with your operational ordering system
- Tracking and monitoring of consumption showing repeat offenders, etc.
- Configuration and burn-in testing completed before devices is shipped
- U.S.-based 24/7/365 support
- Same day or next day delivery options
- Remote support for depot replacement installations or technician dispatch services available

Benefits

- Handle your replacement needs so you can focus on running your business
- In-stock services to avoid supply chain issues commonly found these days
- Plug and play services so that your hotel staff can handle replacements, saving you time and money
- Ability to integrate with any ordering or inventory management system



IOT & In-Room Integration



Helping you elevate your in-room experience to another level

Whether it's a hotel, assisted living, or hospital room, we can partner with you to design your next level experience leveraging IOT devices, in-room integration, interactive digital panels, and cloud services.

What's Included

- Creative design by our world class architecture & engineering teams
- Vendor agnostic approach to finding you the right solution for your needs
- Variety of devices supported: listening devices, thermostat control, TV integration, blinds, locks, music, etc.
- Creative deployment and integration of touch screen and interactive panels.
- U.S.-based 24/7/365 support
- In-house product integration & testing facilities
- Integration with IOT devices with your business systems
- Reporting and analytics on usage and uptime of devices in your environment

Benefits

- Single vendor for all your technology needs and IOT solutions
- Knowledgeable about current industry solutions and required integrations
- Full lab environment to build and test your custom solution
- We are there to hand hold you through use case development & deployment
- We test everything in our state-of-the-art integration center prior to deployment



On-Site Field Technicians



Expert installations and quick repairs when you need them

Velocity's reliable on-site network of 5,500+ IT field technicians provide state-of-the-art network deployment, configuration, and diagnostic services.

Velocity tracks all jobs and coordinates services to ensure the right technician arrives at the appointed time, ready to serve.

What's Included

- Proactive health checks
- Router and modem configuration
- Network installation and turnup
- Computer and peripheral equipment installation
- Copper and coaxial data wiring
- Physical and logical network knowledge
- Conduit installation and maintenance
- Digital display installation
- Troubleshooting

Benefits

- Rapid response from technicians in the area
- Access to more than 5,500 highly qualified technicians
- Ability to train technicians to meet your specific needs
- Much more than traditional smart hands



Repair Depot



Reduce expenses and minimize downtime when repairs are needed

Velocity's Repair Depot & Break/Fix services and grant your business access to expertly trained and certified technicians who deliver high-quality repairs that extend your equipment's life and keep you up and running.

What's Included

- **Repair Depot** – Expertly trained technicians deliver high-quality repairs
- **Parts & Spare Pool Management**– Maintain adequate parts supply and repair pool supply for all your depot repair needs.
- **Break/Fix** – Hot-swap program that provides replacement equipment in the event of a repair
- **Demand Management** – Constant inventory management around parts and pool usage considering supply chain lead times and inventory levels. Rich reporting to customers so there are no surprises.

Benefits

- Capture valuable repair data to identify trends and common issues
- Optimize inventory and associated costs reduction
- Eliminate the risk of not having the right parts available when and where you need them
- Keep your services running despite repairs with our hot-swap program



Supply Chain & Product Integration Services



Ensuring your products end up where they should, when they should.

Velocity's Warehousing and Logistics services ensure that the right part or component arrive at the right place at the right time for your business-critical needs.

What's Included

- **Logistics and Warehousing** – 31 regional warehouses nationwide provide housing and inventory access. Brand new 100,000sq ft. state of the art warehouse facility in Toledo ensures easy access nationwide.
- **Product Integration** – Automated imaging, configuration, & testing ensure every product that leaves our warehouse is ready for us and fully tested.
- **Third-Party Logistics (3PL)** – Network that allows Velocity to offer point-to-point freight movement and white glove freight service
- **Product Fulfilment** – We can meet any fulfilment needs for your projects, large or small via our distributed warehouse and selecting systems, nationwide.

Benefits

- Ensures that products we deliver are configured, tested, and ready for use, on-time.
- Optimize inventory and associated costs reduction.
- Diverse logistics mechanisms to ensure products arrive on time and to the right location.
- Accurate inventory level and supply chain management takes this burden off you.



Software Development & Engineering



Enterprise Software Solutions and Integrations for everyone!

Velocity's team of in-house and on-shore developers is ready to streamline your processes through software. Whether you're looking for a building out your very own kiosk or point-of-sale system, or you just want a quick integration with one of our products; our talented team can cover all the bases of the software development process to deliver you the solution you need.

What's Included

- Traditional Application Development
- Mobile & Tablet Development
- Custom Product Development
- Product & System Integration
- RFID and Motion Detection Integration

Benefits

- Increase productivity and efficiency
- "Smart" enable tablets for customer or guest interaction
- Quickly on-board new customers through quick integration of solution sets
- Automate routine operations
- Reduce overhead costs
- Aid in the prompt identification of problems and bottlenecks



Digital Signage



Create captivating content that reaches your target audience

Through custom video displays, Velocity helps you leverage the power of visual storytelling and interactive user experience to communicate quickly and effectively with your target audience.

If you can imagine it, Velocity's full-service marketing and creative team can make it a reality.

What's Included

- Industry-leading equipment and technology
- Ultra-slim, sleek, eye-catching, custom-developed VDS panels
- Built-in media player, software included
- Cloud-based, Wi-Fi management platform

- Team of digital signage experts
- Content strategy and design support
- Installation planning and execution

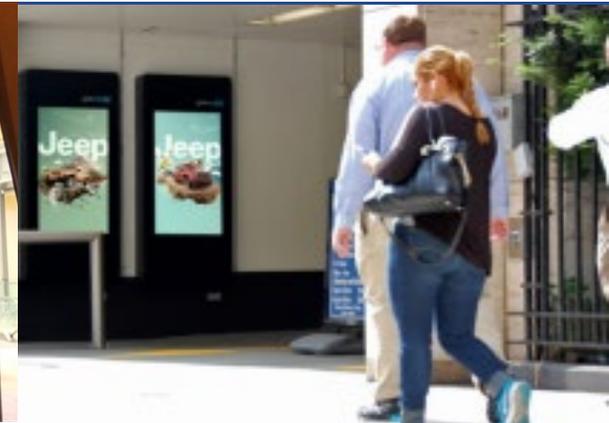
Benefits

- Enhances customer experience
- Elevates brand image
- Streamlines communication
- Engages employees with on-screen recognition

- Promotes products and services
- Reduces perceived wait times
- Keeps meeting participants updated
- Saves paper, time, and money compared to static signage



Digital Media



Create captivating content for targeted Ad buyers and drive valuable revenue sharing opportunities with real estate holders!

Through custom video displays, and, impactful and immersive display configurations, Velocity helps you leverage the power of your audience and at-location traffic.

Velocity's full-service media sales, planning and ad serving integration platform, delivers financial benefits while improving your at-location aesthetic!

What's Included

- Industry-leading equipment and technology
- Ultra-slim, sleek, eye-catching, custom-developed panels
- Built-in media player, software included
- Cloud-based, Wi-Fi management platform
- Team of Digital Media experts
- Content strategy and design support
- Installation planning and execution
- Full-Service Content Management Solutions
- Revenue generating Advertising solutions, including, Programmatic Exchanges/Integration and Channel specific sales experts...

Benefits

- Enhanced customer experience
- Elevated brand imaging opportunities
- Revenue generating, targeted Ads
- Promotional content/offers for patrons





THANK YOU!