



THE MOST TRUSTED LINK IN YOUR SUPPLY CHAIN



Global Supply Chain **EXPERTISE**

Leading Technology Companies Trust ModusLink for a Supply Chain Competitive Advantage . . .

With traditional processes of Plan – Source – Make – Deliver – Return no longer confined to a single geography, many technology manufacturers are watching the field of competitors grow and innovative new products flood their markets. In their quest for differentiation and customer loyalty, companies need to seize every opportunity to gain a competitive advantage — and management of the supply chain tops the list.

For more than 20 years, ModusLink has been delivering on its promise to provide innovative supply chain solutions that help clients adapt to changing market dynamics, balance price pressures and increase profit margins.

There is a world-class global network, capable of delivering strong results, waiting for you at ModusLink. Here, our business . . . is taking care of your business. As the premiere supply chain business process outsource (BPO) provider for the technology industry, ModusLink has extensive experience and a successful track record for helping

take redundancy, inefficiency, cost and risk out of the supply chain, while simultaneously boosting quality of service and end-customer satisfaction.

We partner with you to manage end-to-end supply chain processes across the globe, including:

- Sourcing and Supply Base Management;
- Manufacturing and Optimized Configuration;
- Multi-Channel Fulfillment and Logistics;
- Customer Support and e-Business;
- Aftermarket Support Services.

Our integrated, award-winning supply chain solutions — combined with our global footprint, operational excellence, world-class technology infrastructure and vertical market expertise — will drive greater efficiencies in your supply chain providing you with the competitive advantage needed to differentiate yourself in this dynamic and evolving global market.

Trust the ModusLink Advantage . . .

New opportunities for competitive advantage are within reach for those willing to take advantage of the innovative strategies and solutions available to them.



Continuous Process Improvement Delivers Operational Efficiency

How do I eliminate inefficiencies in my supply chain, without impacting quality?

True operating excellence depends on the continued efficiency of each process executed across the extended global supply chain. Weak links impede productivity and profitability. ModusLink offers you the global, end-to-end solutions and operating excellence you need to achieve the right balance between cost, service and quality. We help our clients solve their “go-to-market” challenges with dramatic results — in some cases reducing inventory by 41%; slashing costs by \$32 million; reducing cycle times by 70% — and we can help you too.

Clients benefit from working with an experienced supply chain services outsource organization — comprised of subject matter experts in all key supply chain disciplines, vertical markets and geographic regions — for the design, execution and ongoing management of a superior performing global supply chain. ModusLink’s operating expertise, world-class infrastructure, and innovative services and solutions improve performance at each critical link in the supply chain, including . . .

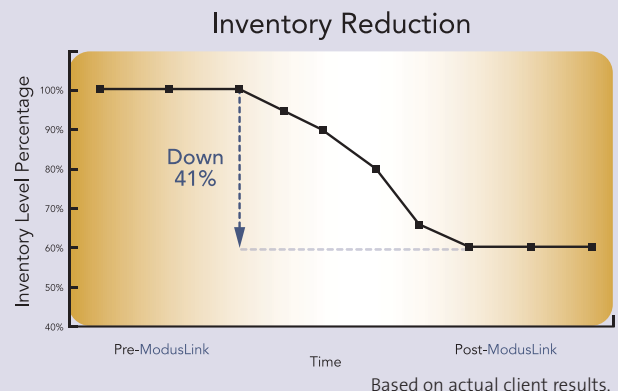
- Supply Chain Planning and Execution (SCP&E) capabilities to improve materials availability and inventory turns with lower investment, excess and obsolescence;
- Optimized configuration of products at the best time and place to meet demand more precisely;
- Direct fulfillment to retail and end-customer channels to reduce redundancy, time-to-market and cost;
- Advanced logistics management with tracking and event reporting for more improved shipping and customer satisfaction;

- Seamless integration of e-Business capabilities to maximize sales and customer loyalty programs; and
- Complete Aftermarket Support Services for effective and rapid customer support, returns management and asset disposition.

The result is a streamlined, high-performing supply chain that differentiates you in your market and helps you stay competitive and profitable through unpredictable shifts in global market demand.

ModusLink’s operational excellence helps:

- Improve materials planning
- Increase customer satisfaction
- Reduce inventory levels and capital expense
- Lower total operating costs
- Improve focus on core competencies





Global Supply Chain **INTEGRATION**

Expand Your Global Reach . . . Instantly . . . with the Industry's Largest Global Footprint

How can I better leverage global efficiencies?

ModusLink offers a global footprint that is unmatched in the outsource industry with an extensive integrated network of certified solution centers spanning 13 countries throughout the Americas (including Mexico), Europe (both western and eastern Europe) and Asia (including numerous facilities in China).

Our strategically developed global footprint enables clients to perform services in-region — close to their production facilities or target customer base — or, to take advantage of the favorable labor and market dynamics of low-cost regions, such as China, the Czech Republic, Hungary and Mexico. ModusLink works directly with clients, using local market knowledge, proven processes and sophisticated analytical tools, to help determine the optimal global supply chain model and locations to meet your specific needs and objectives.

It can take many years to build a world-class global supply chain network. While you are focusing valuable human and financial resources to build the infrastructure, the competition is focusing on their core business and eating away at your market share. Don't let this happen to you. ModusLink can provide you with an instant presence across the globe, enabling you to do business more quickly, efficiently and cost-effectively.

ModusLink's globally integrated supply chain network helps:

- Provide an instant global presence
- Reduce capital investment and total cost
- Lower transportation costs
- Speed time-to-market

Cumulative Cost Savings



Based on actual client results.

As supply chains become more global specific knowledge of local markets is critical for maximizing efficiency and containing costs.



Technology is the Foundation for Optimal Supply Chain Performance

How can technology integration help my supply chain perform better?

With new technologies capable of improving business performance arriving on the scene every day, it can be confusing and costly to keep your supply chain infrastructure state-of-the-art, especially when it's not central to your core business. At ModusLink, the supply chain is our core business. At the center of our operations is our world-class, global business platform which spans every aspect of the end-to-end supply chain and serves as the foundation for the design, integration and ongoing management of your global solution.

Our robust information technology (IT) infrastructure is based on a global SAP platform enhanced with the extended functionality of best-of-breed technology for business intelligence, standardized messaging, CRM, logistics management, network and inventory optimization, e-commerce, financial management, client collaboration (e-portals) and reporting. ModusLink has been investing heavily in its IT infrastructure so that all Solution Centers will operate with one version of the same system and applications, running consistently throughout your global supply chain.

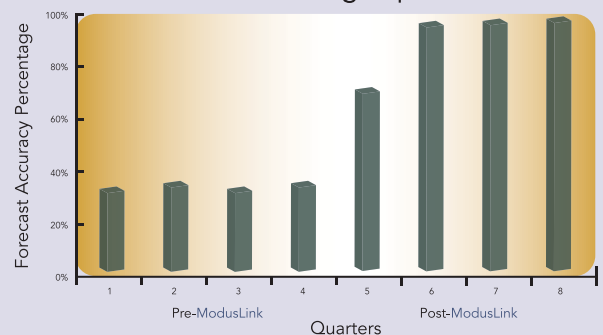
Our global business platform is configured and maintained by supply chain professionals to solve the visibility, execution and decision-making challenges that erode productivity and complicate daily management of the supply chain.

Running at the core of your supply chain, our global business platform provides a centralized view of global processes and assets, enabling clients to — better manage and migrate inventory and materials across the network; easily leverage intelligence to improve operations; and respond more rapidly to shifts in demand and other global market dynamics.

ModusLink's integrated technology infrastructure offers:

- Greater visibility across services and geographies
- Greater control over processes and inventory utilization
- Better decision-making and response time
- More effective collaboration, reporting and tracking

Demand Planning Improvement



Based on actual client results.



Consumer Electronics



Communications



Software



Computing



Storage

Knowing Your Business . . . Is Our Business

After many years of developing successful, custom solutions for the leading companies in a number of key vertical markets, ModusLink has documented and standardized the very best processes, technologies and operating methodologies available and offers them as part of an integrated line of market-specific Solutions Suites. Our Solutions Suites are specifically designed to address the unique supply chain needs and challenges of each industry, including *Consumer Electronics, Communications, Software, Computing and Storage*. Our expertise in these markets is unparalleled in the industry and enables us to deliver a more focused and results-oriented supply chain.

Our value-add capabilities extend to a number of key markets where a more productive and streamlined supply chain can

help drive greater results — such as life sciences, automotive, retail, finance and gaming.

A partnership with ModusLink ensures that your supply chain operations will align seamlessly with your market-, product-, and customer-centric strategies for maximum customer satisfaction and profitability.

ModusLink’s market expertise provides:

- Better alignment of business and supply chain strategies
- More intricate knowledge of your customers, suppliers and channel partners
- More in-depth experience with your products and go-to-market needs

Your Trusted Partner

In this competitive marketplace, you need a trusted partner who works closely with you to meet your business goals and objectives. At ModusLink, we operate as an extended part of your organization adding enhanced capabilities, operating intelligence and global process integration to your supply chain. Our knowledgeable account management teams function as your onsite voice and become valuable members of your organization.

ModusLink is committed to continuously improving the quality and reliability of your supply chain and advises clients on

opportunities to improve service, cost and performance. In addition to adhering to any quality standards and guidelines set by the client, ModusLink also adheres to ISO quality standards; develops and shares best practices; documents quality plans; and leverages Lean Enterprise and Six Sigma methodology throughout the organization.

For more than two decades, ModusLink has been a trusted partner to the tech industry’s major players, providing a competitive advantage that improves their business and differentiates them in an increasingly-crowded global market.



Your Competitive Advantage Starts Here . . .

Driving Value with Innovative Services and Solutions

The flexibility of our global supply chain management services enables us to implement tailored solutions designed to meet your unique business requirements.

Our core capabilities categories, include:

SOURCING AND SUPPLY BASE MANAGEMENT

ModusLink reduces the inconsistencies, lead times and costs of sourcing and supply base management (SBM) using an integrated network of local and global suppliers and the industry's most effective techniques. With a dedicated, Asia-based international procurement team and hundreds of millions of dollars in combined annual client spend, ModusLink is able to secure the best prices, quality and lead times for a dramatic reduction in global procurement costs. We also have many years experience implementing Vendor Managed Inventory (VMI) techniques and direct-line feed supply models for our clients.

MANUFACTURING AND OPTIMIZED CONFIGURATION

Supply chain efficiency depends heavily on the effectiveness, speed and innovation of your manufacturing processes. Leveraging streamlined operating capabilities, an extensive global footprint and sophisticated service capabilities, ModusLink offers clients a complete range of manufacturing services to optimize productivity, such as Materials and Content Management; Light Manufacturing; Device Activation and Optimized Configuration for end-market needs.

MULTI-CHANNEL FULFILLMENT AND LOGISTICS

The keys to great fulfillment are adaptability, flexibility, accuracy and speed. We have a complete range of integrated fulfillment services that work seamlessly with our broader

services portfolio to expedite the time it takes to get product into the hands of customers — whoever and wherever they are.

We deliver daily to multiple channels — end user, B2B, retail, and distributor — around the world and can work with clients to establish more direct distribution to end customers and retailers for increased margin opportunities, expedited time to market and a supply chain more responsive to changing global market dynamics.

CUSTOMER SUPPORT AND E-BUSINESS

Many companies misunderstand the impact that Web commerce will have on their manufacturing, warehousing, inventory and distribution planning. ModusLink extends the value of your end-to-end supply chain by seamlessly integrating the complete range of e-Business processes, from e-commerce webstore design and hosting to a full suite of sales, marketing, CRM, call support and financial management services. The result is an integrated, multi-channel supply chain that drives customer acquisition and retention, while increasing online revenue.

Our suite of e-Business Solutions provides all the necessary technologies, tools and processes to sales-enable your supply chain for more effective management of any number of direct-to-customer activities — from product ordering, upgrades and recalls to purely informational — in multiple languages.

AFTERMARKET SUPPORT SERVICES

ModusLink focuses on helping clients maximize value throughout the entire product lifecycle. Our fully-integrated Aftermarket Services and Solutions manage the complete range of post-sales activity — from customer support and returns management to repair, testing and disposition — helping to improve customer service and satisfaction, while achieving maximum asset value retention.

For more information about our Services or to learn about our market-specific Solutions Suites, visit www.moduslink.com.

Tap the advantages of the industry's largest, integrated global supply chain network for lower capital investment and higher return.

