



SIA State of the Association

March 2015 Annual Summit



State of the Association

The Numbers

- 109 member companies
- 20 new companies joined in 2014
- 20 member companies with main HQ not in US
- 14 companies did not renew in 2014
- 13 board members; first SIA global Board of Directors
- 12 Corporate sponsorships
- 10 Summit sponsors

1 Global Association for the Independent Service Supply Chain



2014 Key Accomplishments

- Association is financially sound
- Financial audit conducted
- Global expansion - 6 new companies with non US HQ
- Successful US Roundtable meetings held
- Successful Asia Pacific and European region meetings held
- Board of Directors expanded to include global regions
- Significant progress made on SIA Value Proposition
- Framework developed for a formal SIA market plan



New Member Companies Summit to Summit

- Baxter Planning
- ITech Services
- ETALON-INFORMATICS Ltd (Hungary)
- CAREITEC (Denmark)
- Work Market
- IT Express
- Benecom Technologies
- Pyramid Technology Services
- Alta Technologies
- Data Vista
- Inside Systems (Denmark)
- Certified Retail Solutions
- Parts Now
- Computer Aid (UK)
- BENCHMARK
- Mosaic International (Denmark)
- TCM (UK)
- KCI
- B2Americas
- Xerks International



2015 SIA Sponsors

Corporate Sponsors

- Maintech
- POSData
- Systems Maintenance Services
- Apex
- Customer Service Delivery Platform
- Essintial Enterprise Solutions
- Lexicon
- The Buying Group
- Field Solutions (NEW)
- IB Remarketing (NEW)
- PC SOS (NEW)
- Computer Aid (NEW)

2015 Summit Sponsors

- Field Solutions
- Integrity Global Solutions
- CDE Services
- CSDP
- OnForce
- TERIX
- Essintial
- AMCOR
- Maintech
- Basis Bay



Who is the SIA today?

The SIA is the premier global executive forum for all businesses engaged in the Service Supply Chain ecosystem. SIA provides events, content and tools that enable executives the opportunity to network, learn from one another and form alliances.

The SIA Value Proposition

The SIA ...

Provides access to global executives within the Service Supply Chain Industry

Offers opportunities to contribute and participate as an industry leader

Increases the visibility and awareness of your company within the industry

Provides access to all the various constituents within the services supply chain ecosystem



Service Supply Chain Constituents

- On-site service providers
- Depot Repair service providers
- Variable labor and staffing companies
- Parts providers
- Logistics providers
- ITAD, Asset Recovery & Remarketing providers
- Help Desk and Call center support
- Software support providers (operating system and applications)
- Network Services, including Network Operations Centers
- Service Management System providers
- Original Equipment Manufacturers
- Independent Service Organizations
- Value Added Resellers



Who does the SIA need to be?

In 3 years?

In 6 years?

In 10 Years?



2015 Goals

- Enhance the value to membership
 - Seek, evaluate, validate services for the membership
- Grow the membership across all global regions
 - Develop and execute a global market plan
- Stay relevant in our industry
 - Collaboration, education and awareness

Create value to the end user community