



## Delivering Supply Chain Success to Leading Global Brands

ALOM is a global leader in supply chain management serving as a strategic partner to our Fortune 100 clients by expertly and seamlessly conducting their key business functions from manufacturing to marketing. Each day, from locations near major world manufacturing and consumer markets, ALOM produces and delivers hundreds of thousands of customer orders with flawless accuracy and on-time performance.

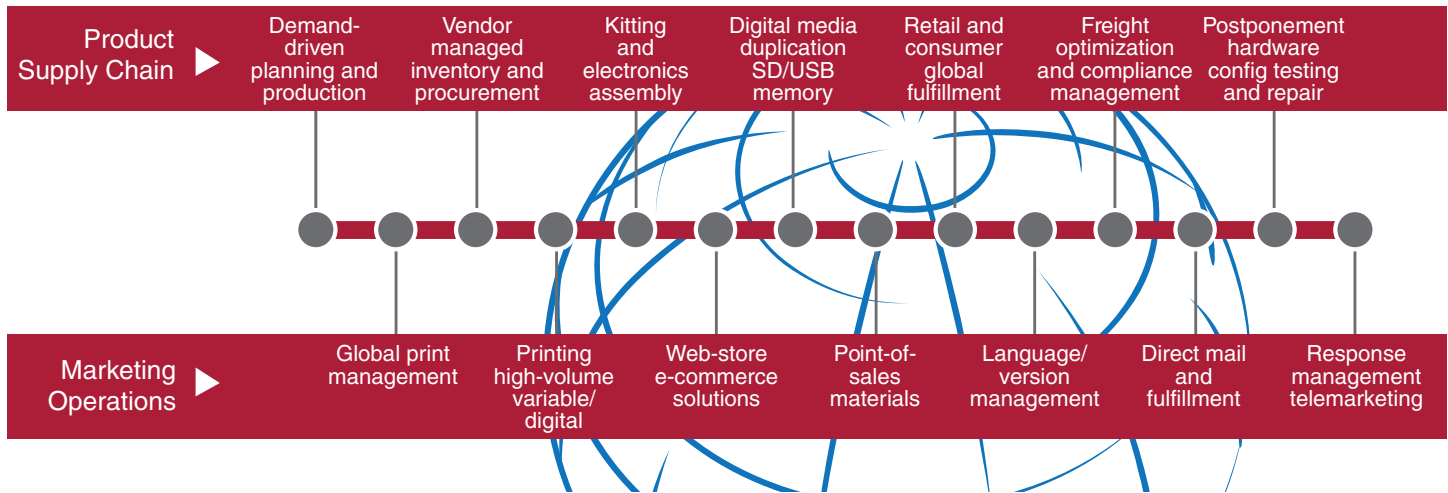
### Strategy of Excellence and Innovation

ALOM excels in the design and implementation of innovative and sustainable supply chain strategies—regardless of scale and complexity—that enable our clients to gain competitive advantage, and increase brand loyalty. We accomplish this by personalizing the relationship between our client's brand and their customer.

By taking ownership of a company's supply chain goals, ALOM frees our clients to apply their resources to the crucial work of innovation—and position themselves more competitively in the global marketplace.

Our prestigious client list includes leaders in the automotive, energy, ICT, medical/pharmaceutical, public sector, retail, and technology.

## Product Supply Chain and Marketing Operations Services



### ALOM Facts at a Glance

- Founded: 1997 by Hannah Kain
- Ownership: Privately owned—registered as a woman-owned business with WBENC, NWBOC, WOSB, and CPUC
- On list of largest certified U.S. woman-owned companies
- Global locations: 18
- ISO certifications: ISO 9001, ISO 13485, TL 9000
- Years ISO certified: 19
- Industries served: automotive, energy, ICT, medical/pharmaceutical, public sector, retail, technology
- Headquarters: Silicon Valley, Fremont, CA
- North America locations: Fremont, CA, Indianapolis, IN, Toronto, ON
- Fulfillment capacity per facility: individual order, 10,000/day, same order, 100,000/day
- Assembly capacity per facility: up to 150,000 units/day
- Worldwide print facility footprint: 1 million sq. ft.
- E-commerce pioneer since 1998

### ALOM Values and Commitments

**Lower operational costs and improved productivity—**Our goal is to drive down costs by minimizing the internal and external expenditure of resources, controlling material flow/cost, as-well-as freight cost. Utilizing a hybrid built-to-order and built-to-stock production approach, we can adjust to consumer demand quickly and efficiently.

**High quality manufacturing and fulfillment—**ALOM is ISO certified, and registered with the FDA. From quality of workmanship to detailed processes, we maintain an unwavering quality focus. We continually measure client satisfaction by capturing metrics internally and externally. We routinely ship millions of units for our clients without a single error, reaching Six Sigma quality levels.

**Supplier diversity and sustainability—**ALOM contracts with a global base of exceptional suppliers achieving world-class levels of diverse supplier representation. We are committed to making a positive impact on the environment and maintaining a safe and healthy workplace. We practice responsible recycling of returns, electronics, paper, packaging, and other materials. We follow best practices in source reduction, procurement, and energy consumption.

**Industry and social leadership—**ALOM staff participate and hold leadership positions in respected organizations that are committed to the advancement of supply chain best practices and innovation. We are active in our local communities and take a leading role in supporting beneficial social and community causes.



*"We enable our clients to focus on two of their most important goals. The first is to anticipate their customers' needs and create valuable products. The second is to fulfill their financial responsibilities to their employees and shareholders."*

Hannah Kain, ALOM President and CEO

### Protecting our Clients' Brand

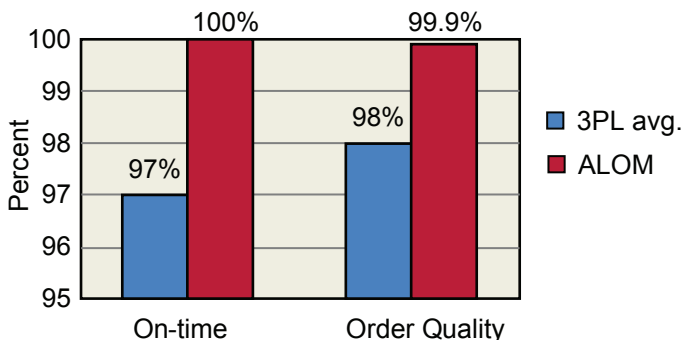
Consumer protection is at the heart of our clients' reputations. Therefore, ALOM strictly adheres to world-class ISO standards in process and quality excellence. Quality and safety are key to producing complex and intricate products such as medical devices or electronic components—and ensuring compliance with regulatory and industry standards.

We are dedicated to quality throughout all levels of the organization. We grow each client's business by simplifying the supply chain and turning it into a competitive advantage.

All ALOM suppliers must be aligned with our unwavering commitment to quality, on-time delivery, and flawless execution. Each supplier must go through a qualification process before receiving the ALOM "Approved Vendor" status and is re-evaluated at least annually.

Our strategic value is built around our expertise, our systems and processes, and our determination. Our supply chain engineers analyze complex supply chain challenges for optimum solutions. Once designed, our commitment becomes tactical; our implementation strategy supports a seamless start-up. Then we transition our commitment to meticulous execution of daily tasks and ongoing continuous improvement.

### World-class standards and process management



*ALOM's on-time delivery and order accuracy are our premier performance indicators for quality and process excellence.*



*Each ALOM client works collaboratively with a dedicated Strategic Account Manager who seamlessly manages both the product supply chain and marketing operations programs.*



*ALOM's 18 global locations are convenient to the world's industrial and consumer markets.*



*ALOM offers comprehensive, turnkey solutions for procurement, inventory management, kitting, assembly, fulfillment, retail replenishment, reverse logistics, and distribution.*

## Experience and Leadership



**Hannah Kain**  
Founder,  
President & CEO



**Jack Sexton**  
Chief Financial  
Officer



**Brandon Marugg**  
Chief Technology  
Officer



**Lisa Dolan**  
Vice President of  
Supply Chain  
Strategy



**Subu Subramanian**  
Vice President of  
Global Operations



**Rick Mizzo**  
Vice President,  
Customer & Supplier  
Relations

## ALOM History

ALOM was founded in June, 1997 by Hannah Kain. Hannah's vision for the company was to bring competitive advantage to client brands through supply chain operational excellence and unsurpassed quality management practices. At ALOM, quality is more than a word—it is the keystone of our corporate culture.

From the start, ALOM excelled in software duplication, print, packaging, and fulfillment. As technology evolved and supply chains extended around the world, ALOM invested in advanced technology solutions to connect growing markets with a wider range of services—all with the same unwavering focus on quality and operational excellence.

The result has been a dynamic period of strategic growth fueled by e-commerce and supply chain innovation. Today, ALOM serves a growing and prestigious list of brand-conscious Fortune 100 clients from 18 global locations on five continents. Further support comes from ALOM's extensive network of highly-qualified ISO certified suppliers and partners.

Our achievements have not gone unnoticed. Throughout our history ALOM has earned significant awards and accolades, including supplier awards, industry awards, national, and international awards.

**ALOM** | Supply Chain Leadership and Innovation

### Worldwide Headquarters

48105 Warm Springs Blvd. | Fremont, CA 94539-7498, USA | [www.alom.com](http://www.alom.com)  
Toll Free 800.500.9991 | PH +1 510.360.3600 | [customerservice@alom.com](mailto:customerservice@alom.com)

### Eastern U.S. Regional Location

2670 Executive Drive, Suite B | Indianapolis, IN 46241 USA | [www.alom.com](http://www.alom.com)  
Toll Free 800.500.9991 | PH +1 317.794.1312

### Asia Pacific Headquarters

Units 1603-4, 16th Floor, Causeway Bay Plaza I | No. 489 Hennessy Road  
Hong Kong | PH +852.15020.0276



*ALOM operates one of the world's largest digital media duplication facilities for SD cards, USB flash drives and other media, including software downloads and electronics configuration and repair.*

## ALOM Certifications

- ISO 9001, ISO 13485, TL 9000
- DMSCA CMP Level 3.0
- FDA registered, HIPAA compliant
- Privacy Shield certified
- ALOM is WBENC, NWBOC, WOSB, and CPUC certified as a woman-owned business

## Recent Awards

- 2017 Top 100 Workplaces
- 2017 100 Great Supply Chain Projects
- 2017 Supply Chain Pros to Know
- 2017 Green Supply Chain Award
- 2016 Manufacturing STEP Award
- 2016 Top Business by DiversityBusiness.com
- 2015 Woman Owned Company of the Year, Silver Stevie Award