



Technology That Works Where It Matters Most

Strategic Technology Solutions for Critical Environments

Helping organizations design, deploy, integrate, and support technology environments that improve operations, reduce complexity, and create better experiences.



Greater New York | Healthcare | Enterprise | Commercial Real Estate | Education | Retail

INSIGHTS FOR BUSINESS & TECHNOLOGY LEADERS



Modern Organizations Depend on Connected Technology

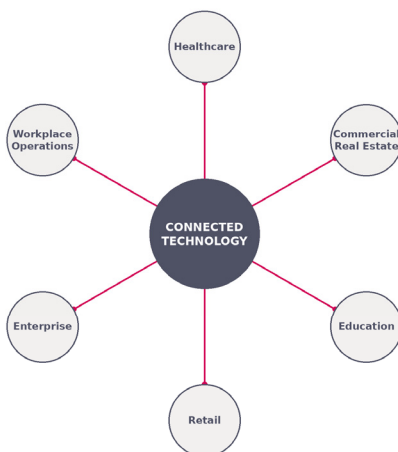
Technology no longer simply supports modern organizations - it shapes how they operate, collaborate, communicate, and grow. Whether delivering patient care, welcoming visitors, educating students, serving customers, or supporting employees, technology now plays a role in nearly every interaction across an organization.

What was once viewed as back-office infrastructure has evolved into a strategic driver of operational performance, communication, collaboration, and customer experience - influencing how organizations serve people, manage operations, and prepare for the future.

EVERY INDUSTRY IS EVOLVING

Every industry is adapting to new expectations, changing work environments, and rapidly evolving technologies.

- ◆ **Healthcare** Enhancing clinical workflows, improving mobility, and supporting better patient experiences.
- ◆ **Commercial Real Estate** Creating connected workplaces and automation that improve tenant engagement, operational efficiency, and building performance.
- ◆ **Education** Modernizing classrooms, collaboration spaces, and campus technology to better support students and faculty.
- ◆ **Retail** Transforming customer experiences through connected communications, mobility, and digital engagement.
- ◆ **Enterprise** Investing in collaboration, infrastructure, security, and workplace technologies that enable employees to work more efficiently - whether in the office, remotely, or anywhere in between.



Every workflow · Every employee · Every visitor · Every patient · Every customer · Every student · Every facility

“Technology is no longer a support function. It has become a business strategy.”

The organizations creating the greatest long-term value aren't investing in more technology. They're investing in connected technology that improves how people work.



A Partner for What's Next

WHY ORGANIZATIONS CHOOSE MICROMEM

A Trusted Technology Partner for Organizations That Can't Afford to Get Technology Wrong

Technology has never been more important to organizational success - but technology alone doesn't create better outcomes. The organizations seeing the greatest results combine thoughtful strategy, careful planning, and connected technology environments that improve how people work every day. That's where MicroMem comes in.

For more than 30 years, we've helped organizations throughout the Greater New York and Metro New York region navigate complex technology decisions with one objective: helping technology create better business outcomes. From strategic planning and technology architecture to deployment, integration, and long-term support, MicroMem helps organizations transform technology investments into operational advantages. Because successful technology projects aren't defined by what gets installed - they're defined by what gets improved.

We Begin with Listening

Every organization is different. Every environment has unique operational challenges, and every technology investment should support a specific business objective. That's why every engagement begins with listening before recommending. Before discussing products, platforms, or manufacturers, we focus on understanding:

Business Objectives ♦ People & Workflows ♦ Operational Challenges ♦ Existing Technology Investments
♦ Long-Term Vision

*Only then do we begin designing technology environments that fit the organization - not the other way around.
Technology should never create complexity. It should remove it.*

How We Deliver Value

Strategic Consulting	Technology Architecture & Solution Design	Deployment & Project Execution	Lifecycle Services & Ongoing Partnership
Helping organizations evaluate opportunities, solve complex business challenges, and build practical technology roadmaps.	Designing connected technology environments that align people, workflows, infrastructure, and business objectives.	Managing complex implementations with experienced project leadership, thoughtful planning, and minimal disruption.	Providing ongoing optimization, support, and strategic guidance that helps organizations maximize long-term value.

Built for the Long Term

Technology evolves. Organizations grow. Business priorities change - and the strongest technology partnerships are built to evolve alongside them. Many of MicroMem's client relationships span years, because our work doesn't end when a project is completed. We continue helping organizations modernize, optimize, and prepare for what's next. That's how trust is earned, and how lasting partnerships are built.

Technology is an investment. The right partner helps it deliver value for years to come.



THE MICROMEM PHILOSOPHY

Technology Should Work for People

Technology has the power to transform organizations - but technology alone doesn't create transformation. People do. Processes do. Thoughtful planning does. The most successful technology initiatives aren't defined by the products that are installed. They're defined by the outcomes they create.

At MicroMem, every engagement begins with one simple belief: technology should make work easier, not more complicated. Our role isn't simply to deploy technology - it's to help organizations create connected technology environments that improve how people work, communicate, collaborate, and operate every day.

**Technology should never become another obstacle.
It should quietly help people do their best work.**

The Principles That Guide Every Engagement

◆ Listen First

Every successful technology initiative begins with understanding the organization - not recommending products. Before discussing technology, we take the time to understand your business objectives, people, workflows, and operational challenges so every recommendation is aligned with your environment and your goals.

◆ Support Operations

Technology should quietly support the people who depend on it every day. Whether improving patient care, strengthening workplace collaboration, enhancing customer experiences, or supporting facility operations, technology should enable better outcomes - not become another obstacle.

◆ Remove Friction

Technology should simplify work, not create more of it. When systems are thoughtfully connected, communication improves, workflows become more efficient, and organizations spend less time managing technology and more time achieving their goals.

◆ Improve Outcomes

Success isn't measured by how much technology is deployed. It's measured by what organizations accomplish because of it. Technology should always create measurable business value.

Better collaboration · Greater operational efficiency · Improved communication · Smarter decision-making · Stronger business performance

More Than Technology

At MicroMem, success doesn't come from deploying more technology - it comes from creating connected technology environments that help organizations operate more effectively. That's why every engagement begins with listening, every recommendation is aligned with business objectives, and every solution is designed to support long-term success. Because technology is only valuable when it improves the way an organization works.

The best technology isn't the technology people notice. It's technology that quietly helps people and organizations perform at their best.



Healthcare Technology Solutions

Technology That Supports Care - Not Complexity

Healthcare is one of the most complex technology environments in any industry. Every day, clinicians depend on connected devices, secure infrastructure, mobile technologies, and real-time access to information to deliver safe, efficient, and effective patient care. In these environments, technology doesn't simply support operations - it supports clinical decisions, caregiver productivity, and the patient experience itself.

That's why healthcare organizations need more than a technology provider. They need a partner who understands how care is actually delivered.

Helping Healthcare Organizations Modernize

MicroMem partners with hospitals, healthcare systems, physician practices, and specialty care organizations to design, deploy, and support technology environments that improve clinical workflows, strengthen operational performance, and prepare organizations for the future. Our healthcare expertise includes:

- ◆ Clinical mobility and point-of-care technology
- ◆ Endpoint devices and workstation modernization
- ◆ Secure wireless networking and infrastructure
- ◆ Device lifecycle planning and management
- ◆ Healthcare collaboration and communications
- ◆ Print and document workflow solutions
- ◆ Technology deployment and project management
- ◆ Enterprise hardware procurement and integration

Every recommendation is built around clinical workflows, operational efficiency, and long-term technology planning.

Every solution is designed to help clinicians spend less time managing technology and more time caring for patients.

Built Around Clinical Workflows

Successful healthcare technology isn't measured by the number of devices deployed - it's measured by how effectively technology supports the clinicians, caregivers, and staff who rely on it every day. That's why MicroMem begins every healthcare engagement by understanding clinical workflows, operational priorities, and user experiences before recommending technology, because technology should support care, not interrupt it.

Technology should empower clinicians to focus on patients - not on the technology they use to care for them.

PROVEN IN ONE OF HEALTHCARE'S MOST DEMANDING ENVIRONMENTS

Memorial Sloan Kettering Cancer Center

One of the nation's leading cancer treatment and research organizations.

MicroMem supported a large-scale Epic implementation by helping standardize endpoint technology, coordinate device readiness, and streamline deployment planning across the organization.

The results included:

\$2M+

Estimated Savings

100%

Device Readiness

Zero

Deployment Delays

Enterprise-Scale

Deployment Coordination

Today, MicroMem continues to help healthcare organizations modernize technology environments while maintaining continuity of care and supporting the people who depend on them every day.

See our Memorial Sloan Kettering case study for more information.

Clinical Workflows › Connected Technology › Reliable Infrastructure › Operational Efficiency › Better Patient Care

The best healthcare technology isn't measured by the devices it deploys. It's measured by the care it helps deliver.



Modern Workplace Collaboration

Technology That Brings People Together

The workplace has fundamentally changed. Today's organizations are no longer defined by where people work - they're defined by how effectively people communicate, collaborate, and share information. Whether employees are across the hall or across the globe, seamless collaboration has become essential to productivity, decision-making, innovation, and business success.

Modern workplace technology should remove barriers, simplify communication, and create collaboration experiences that feel effortless - because great collaboration begins long before the meeting starts.

Designing Connected Workplaces

MicroMem helps organizations design, integrate, and support workplace environments that bring people, ideas, and technology together. Our workplace collaboration expertise includes:

- ◆ Executive boardrooms
- ◆ Conference and meeting rooms
- ◆ Microsoft Teams Rooms
- ◆ Hybrid collaboration environments
- ◆ Huddle spaces
- ◆ Presentation and display technologies
- ◆ Room scheduling solutions
- ◆ Training and multipurpose spaces
- ◆ Unified communications integration

Every recommendation is built around how people collaborate, not simply the technology they use - and every environment is designed to improve communication, enhance productivity, and support the way people work today while remaining flexible for tomorrow.

Designed Around People, Not Technology

The best collaboration environments aren't defined by the equipment inside the room - they're defined by the experiences they create: meetings that begin without technical delays, remote participants who feel fully connected, and content that's easy to share. Technology should quietly support the conversation, not become part of it, because successful collaboration is about people, not equipment.

Built for the Modern Workplace

Today's organizations need collaboration environments that are flexible, intuitive, and designed to evolve with changing business needs. Whether supporting a single executive boardroom or standardizing collaboration experiences across multiple locations, MicroMem helps organizations create connected workplaces that improve productivity, strengthen communication, and support long-term growth - because the modern workplace isn't defined by where people work. It's defined by how effectively they work together.

Connect › Collaborate › Communicate › Achieve

***Great collaboration doesn't happen because of technology.
It happens when technology makes collaboration feel effortless.***

***The best workplace technology isn't remembered because it was impressive.
It's remembered because people never had to think about it.***



Connected Communications

Inform. Engage. Guide. Inspire.

Communication has become one of the most important experiences inside every modern organization. Whether welcoming visitors, informing employees, guiding patients, communicating with tenants, or engaging customers, organizations depend on delivering the right information to the right audience at exactly the right moment. Modern digital communication solutions transform static spaces into connected environments that improve engagement, strengthen communication, and enhance the overall experience - because communication should never be limited by location or by a printed sign on the wall.

Designing Connected Communication Environments

MicroMem helps organizations design, deploy, and manage connected communication environments that keep people informed, engaged, and connected. Our connected communications expertise includes:

- ◆ Digital signage solutions
- ◆ Video walls and large-format displays
- ◆ Interactive directories
- ◆ Wayfinding systems
- ◆ Centralized content management
- ◆ Corporate communications
- ◆ Tenant communications
- ◆ Emergency messaging
- ◆ Meeting room displays
- ◆ Visitor information systems
- ◆ Promotional and marketing displays

Every recommendation is built around the way people receive, share, and interact with information every day - and every solution is designed to deliver timely, relevant communication while creating more connected, engaging, and responsive environments.

One Platform. Endless Possibilities.

Today's organizations expect communication to be immediate, consistent, and easy to manage. Modern content management platforms make it possible to publish and manage information across a single location or hundreds of locations from one centralized interface. Whether communicating with employees, visitors, tenants, patients, students, or customers, organizations can deliver accurate information quickly, consistently, and in real time - because effective communication isn't simply about displaying information. It's about creating connected experiences.

Supporting Every Environment

Connected communication solutions help organizations improve engagement, navigation, communication, and operational efficiency across virtually every environment.

- ◆ **Healthcare** Patient information, digital wayfinding, waiting areas, staff communications, and emergency notifications.
- ◆ **Commercial Real Estate** Tenant messaging, lobby displays, visitor information, property branding, and building announcements.
- ◆ **Corporate** Executive communications, meeting room displays, employee engagement, and workplace communications.
- ◆ **Education** Campus communications, classroom information, event messaging, emergency notifications, and student engagement.
- ◆ **Retail** Promotions, product information, customer engagement, digital merchandising, and interactive experiences.

Connected communication transforms buildings into experiences.

*The most effective communication isn't just displayed.
It's delivered to the right people, in the right place, at exactly the right moment.*



Connected Buildings & Intelligent Automation

Where Technology, People, and Operations Come Together

Organizations are reimagining how their buildings support the people inside them. Today's facilities are no longer simply places where people work - they've become intelligent environments where connected technologies improve communication, automate routine tasks, provide real-time visibility, and create better experiences for employees, visitors, tenants, customers, and facility teams. From workplace collaboration and connected communications to intelligent automation and operational analytics, every technology contributes to a smarter, more responsive organization. The future isn't about adding more technology - it's about connecting technology to improve the way organizations operate.

Designing Connected Buildings

MicroMem helps organizations evaluate, design, deploy, and support connected technologies that improve facility operations while enhancing the experiences of everyone who interacts with the environment. Our connected building expertise includes:

- ◆ Smart workplace technologies
- ◆ Intelligent building communications
- ◆ Autonomous facility automation
- ◆ Digital wayfinding
- ◆ Connected collaboration environments
- ◆ Environmental and occupancy technologies
- ◆ Operational dashboards and analytics
- ◆ Integrated workplace technology solutions

Every recommendation is designed around operational goals, user experience, and long-term technology strategy - and every solution is built to create environments that are easier to manage, more efficient to operate, and better prepared for future growth.

Intelligent Automation That Supports People

Automation isn't about replacing people - it's about helping people focus on higher-value work. Organizations are increasingly using intelligent automation to improve consistency, increase visibility, and streamline routine operational tasks. Applications include:

Autonomous Floor Cleaning ◆ Facility Monitoring ◆ Operational Reporting ◆ Workflow Automation ◆ Data-Driven Decision-Making

When thoughtfully integrated into existing operations, automation helps organizations become more efficient while creating better experiences for the people they serve.

Connected Technology Creates Better Outcomes

The greatest value doesn't come from individual technologies - it comes from how they work together. When workplace collaboration, connected communications, intelligent automation, infrastructure, and operational analytics function as one connected ecosystem, organizations become more agile, more efficient, and better prepared for the future. The result is:

- ◆ More efficient operations
- ◆ Better workplace experiences
- ◆ Improved communication
- ◆ Greater operational visibility
- ◆ Smarter decision-making
- ◆ Technology environments designed to evolve alongside the organization

Connected technology doesn't simply improve buildings. It transforms how organizations operate.

The future belongs to organizations that connect technology, people, and operations.

Tomorrow's smartest buildings won't be defined by the technology inside them. They'll be defined by how well that technology supports the people inside them.



Infrastructure That Makes Everything Possible

The Technology You Don't See Is Often the Most Important

Every connected experience begins with a strong technology foundation. Whether supporting clinicians in a hospital, enabling hybrid collaboration, powering connected communications, or integrating intelligent building technologies, infrastructure quietly works behind the scenes to keep organizations operating every day.

When infrastructure performs reliably, people rarely think about it. When it doesn't, everyone notices. That's why today's organizations are investing in secure, resilient, and scalable technology foundations that support current operations while preparing for tomorrow's opportunities.

Designing Connected Foundations

MicroMem designs, deploys, and supports the technology infrastructure that powers modern workplaces and mission-critical environments. Our infrastructure expertise includes:

- ◆ Enterprise networking and switching
- ◆ Secure wireless connectivity
- ◆ Cloud and hybrid infrastructure
- ◆ Endpoint devices and lifecycle management
- ◆ Mobile computing solutions
- ◆ Device deployment and configuration
- ◆ Technology refresh planning
- ◆ Infrastructure modernization
- ◆ Security-focused architecture
- ◆ Ongoing monitoring and support

Every recommendation is designed around reliability, security, scalability, and long-term business objectives - and every solution is built to create a stable, secure, and scalable technology environment that enables everything built on top of it.

Infrastructure Designed Around Business Outcomes

Infrastructure isn't simply about connecting devices - it's about connecting people, information, and operations. Reliable infrastructure helps organizations:

- ◆ Keep employees productive
- ◆ Enable secure collaboration
- ◆ Support mobile workforces
- ◆ Improve operational resilience
- ◆ Reduce downtime
- ◆ Simplify technology management
- ◆ Prepare for future growth

The strongest technology environments aren't defined by the hardware they contain. They're defined by the business outcomes they enable.

The Hidden Technology That Powers Every Experience

The most successful organizations understand that infrastructure is more than an IT investment. It's the invisible foundation that enables collaboration, communication, mobility, security, automation, and operational excellence - because every connected organization begins with a connected foundation.

MicroMem › Enterprise Infrastructure › Security · Mobility · Cloud · Analytics › Business Outcomes

The strongest technology foundations are the ones people never have to think about.

Great technology experiences are built on infrastructure people rarely notice - but organizations depend on every minute of every day.



Proven Results. Trusted Partnerships.

Experience Matters When Technology Matters Most

Successful technology initiatives aren't measured by the technology that's deployed - they're measured by the business outcomes they create. For more than 30 years, MicroMem has partnered with organizations across healthcare, commercial real estate, education, retail, and enterprise to help modernize technology environments that improve operations, strengthen collaboration, and support long-term growth.

Every engagement is unique. But every successful technology initiative shares the same objective: helping organizations work smarter through thoughtfully designed technology.

Proven in Mission-Critical Environments

MicroMem has supported organizations where technology reliability, operational continuity, and user experience are essential to success. From enterprise healthcare deployments and workplace modernization initiatives to connected communications, intelligent workplace technologies, and infrastructure modernization, our experience spans some of the most demanding technology environments throughout the Greater New York region. Successful technology initiatives require more than technical expertise - they require thoughtful planning, experienced leadership, and a long-term commitment to the organization's success.

Memorial Sloan Kettering Cancer Center

Supporting One of the Nation's Leading Healthcare Organizations

When Memorial Sloan Kettering Cancer Center prepared for a major Epic implementation, MicroMem helped support the organization's endpoint technology strategy by standardizing devices, coordinating deployment readiness, and helping ensure clinicians had the technology they needed when they needed it.

RESULTS

\$2M+

Estimated Cost Savings

100%

Device Readiness

Zero

Deployment Delays

Enterprise-Scale

Technology Coordination

See the Memorial Sloan Kettering Case Study to learn more about this engagement.

Why Organizations Continue to Choose MicroMem

Organizations choose MicroMem because they value more than technical expertise. They value a trusted advisor who listens first, collaborates closely, and remains invested throughout the lifecycle of every technology initiative. Clients consistently rely on MicroMem for:

- ◆ Strategic Technology Guidance
- ◆ Enterprise Project Leadership
- ◆ Technology Architecture & Solution Integration
- ◆ Infrastructure Modernization
- ◆ Long-Term Support & Optimization
- ◆ Trusted Technology Partnerships
- ◆ Local Expertise Throughout Greater New York

The strongest technology partnerships don't end when implementation is complete. They continue as organizations grow, modernize, and prepare for what's next - that's why many of MicroMem's client relationships span years, not simply technology initiatives.

Discovery › Strategy › Architecture › Deployment › Optimization › Long-Term Partnership

Results build confidence. Trusted partnerships build lasting success.

Technology initiatives deliver results.

Trusted partnerships continue delivering value long after the implementation is complete.



Trusted Technology Ecosystem

Great Solutions Begin with Great Partnerships

No single technology company has every answer. The strongest technology strategies aren't built around one manufacturer - they're built by selecting the right technologies, integrating them thoughtfully, and aligning them with an organization's unique business objectives.

That's why MicroMem has invested in long-standing relationships with many of the world's most respected technology companies. Our strategic partnerships expand what's possible for our clients by providing access to innovative technologies, specialized expertise, technical resources, and ongoing training. But our recommendations are never driven by manufacturers - they're driven by what's right for the organization.

A Trusted Technology Ecosystem

MicroMem works with a broad ecosystem of industry-leading technology partners to deliver connected solutions across healthcare, enterprise, education, commercial real estate, retail, and modern workplace environments. Our strategic technology relationships include organizations such as:

HP & HP Poly	Hewlett Packard Enterprise (HPE)	Cisco
APC	Microsoft	Adobe
Lenovo	Dell Technologies	Apple
Honeywell	Zebra Technologies	Samsung
LG	Barco	Scale Computing

...and many other trusted technology partners.

Together, these strategic relationships allow MicroMem to design connected technology environments that improve communication, collaboration, mobility, infrastructure, security, automation, and operational performance.

Technology Should Never Be Limited by One Manufacturer

Every organization is different, and every environment has unique operational requirements. That's why MicroMem takes a consultative, vendor-neutral approach to technology planning. Rather than recommending products first, we evaluate business objectives, existing technology investments, operational workflows, and long-term goals - only then do we recommend the technologies that best support the organization. Because successful technology strategies aren't built around brands. They're built around business outcomes.

A Connected Ecosystem for Connected Organizations

Whether modernizing healthcare environments, transforming workplaces, strengthening infrastructure, deploying connected communications, or introducing intelligent automation, MicroMem brings together the right technologies to create solutions that work seamlessly together. The value isn't found in any single product - it's found in how every technology works together to support the organization. That's the power of a connected technology ecosystem, and that's the value of working with a trusted technology partner.

The best technology strategy isn't built around products. It's built around possibilities.

The strength of a technology solution isn't determined by one manufacturer. It's determined by how effectively every technology works together to support your organization.



Let's Build What's Next

Technology Should Move Your Organization Forward

Every organization is preparing for what's next. Some are modernizing infrastructure. Others are transforming workplace collaboration, improving communications, exploring intelligent automation, or reimagining how technology supports their people.

Whatever the objective, one thing remains constant: technology delivers its greatest value when it's aligned with the people, processes, and goals it is intended to support. That's where thoughtful planning makes all the difference.

Your Technology Partner for What's Next

For more than 30 years, MicroMem has helped organizations throughout the Greater New York and Metro New York region evaluate opportunities, solve complex technology challenges, and build connected environments that support long-term success. Whether you're planning a single technology initiative or a multi-year modernization strategy, we're ready to help you evaluate possibilities, simplify complexity, and develop a practical path forward - because the best technology investments aren't simply installed. They're designed to create lasting business value.

Let's Start the Conversation

We'd welcome the opportunity to learn more about your organization, understand your goals, and explore how connected technology can help improve operations, strengthen collaboration, enhance communications, and support future growth. Whether you're planning:

- ◆ A workplace modernization initiative
- ◆ Smart building technologies
- ◆ Healthcare technology upgrades
- ◆ Intelligent facility automation
- ◆ Conference and collaboration spaces
- ◆ Infrastructure modernization
- ◆ Digital communications and signage
- ◆ Enterprise technology strategy

MicroMem is ready to help you build technology solutions designed around your organization, not around a product.

The future belongs to organizations that connect technology with purpose.

Technology should never be the destination. Better business outcomes should be.

Let's Build What's Next Together

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For more than 30 years, organizations have trusted MicroMem to transform technology investments into better business outcomes. We look forward to helping you build what's next.



TECHNOLOGY THAT WORKS WHERE IT MATTERS MOST