



2019

Culture, Mission, and Values

SIMPLIFY

YOUR BUSINESS



OUR HISTORY

Since our founding over fifteen years ago, Granite has experienced industry-leading growth while specializing in dedicated business-to-business customer support and the consolidation of communications services. Our customers trust us with 1.75 million voice and data lines servicing their critical locations in retail, finance, real estate, hospitality, and more.

BY THE NUMBERS

\$1.4B

annual revenue

2,100

teammates

650,000

customer locations

NATIONAL NETWORKS

One Bill. One Point of Contact. Building a Network.

Managed Voice

Cloud Based Network

Managed Wireless

Managed Internet Access

Managed Network Integration

GRANITE FACTS

24 / 7 / 365

US Based

Customer Support

Customers include

85 of the 100

Fortune companies

Tops Telecom

Industry

Net Promoter Score

Granite has grown every year, winning business away from the larger, incumbent carriers. We win because we know that one-size-fits-all is not an approach that works for communications.

Every client is different, which is why so many of our teammates are dedicated to getting to know each client's individual needs. They will work with you to design and deploy a communication platform that will meet your unique demands.

Debt Free

No Acquisitions

Largest in Industry



I can always count on Granite and that makes my work life so much easier!

Cardinal Health

CULTURE OF GRANITE

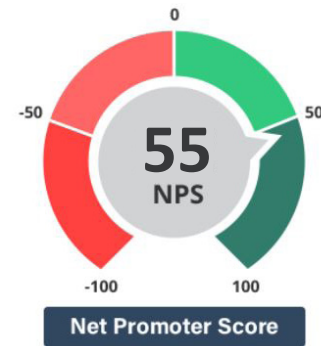


I. CUSTOMER SATISFACTION Top Telecom Industry NPS

Granite prides itself on customer service and experience.

The Net Promoter Score (NPS) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or service to others.

With an unprecedented average call answer time of less than 8 seconds, our Concierge Customer Care team in New England is what allows Granite to stand out with an industry-leading Net Promoter Score.



Granite's score as of April 26, 2018



Thank you for your continuous high level of customer service. It is great having a service vendor that treats our internal customers the way you do.

Quality Distribution

II. TEAMMATES

All of our progress has been defined by listening to our customers. We bring a work ethic and interaction with our clients by listening to their needs. With over 2,100 teammates at Granite, its important that along with our leading customer service, there are opportunities throughout the workplace to grow, personally and professionally.

At Granite, we want to build a healthy workplace. The Boston Business Journal has placed our company in the Top 3 of the Healthiest Employers in Massachusetts since 2012. We have upgraded our workout facility, provide free access for our teammates, and not mention, intramural activities after work and classes including bootcamp and yoga.

Granite believes in investing in its teammates. Granite University is Granite's world class training facility, empowering growth for our teammates within the company. We believe in a blended training curriculum that allows each student to thrive.



Boston Business Journal
Healthiest Employers
2010-2017



Boston Business Journal
Top Fittest Companies in MA
2010-2017



Top 10 in Revenue
Fastest Growing Private Companies
2002-2017

CULTURE OF GRANITE



III. COMMUNITY

Helping others is, and has always been, part of Granite's mission. Since its inception, Granite has cultivated a culture of giving in many ways, including by personally and generously supporting certain flagship charitable causes. From this, Granite created a project team called Granite Cares. This allows any teammate at Granite to take part in volunteering in different areas in a local community to assist and improve parks, schools, shelters and more.



Being active in the community is part of the fabric of Granite. Granite was presented with the 2014 Boston Red Sox Jimmy Fund Award in recognition of more than a decade of dedication to the lifesaving mission of Dana-Farber Cancer Institute and the Jimmy Fund. For years, Granite has held community events to engage teammates and families.

Granite has donated over
\$200 million
for charitable organizations



SAVING BY SHAVING

Granite's event, Saving by Shaving, started four years ago when Rob Hale made a lighthearted proposition to a teammate who was sporting a long beard, promising to donate \$1,000 to Dana-Farber if he shaved his beard. With outpouring support, many Granite teammates asked for the same opportunity to trade their hair to help battle cancer.

Weeks later, over 400 Granite teammates shaved their heads or beards and donated hair to Locks of Love, raising more than \$2.2 million for Dana-Farber in the first year of the event.

Now, in its fifth year Today, over 4,000 shaved heads, beards and Locks of Love donations, with the assistance of Patriots leading quarterback Tom Brady and Massachusetts Governor Charlie Baker, presented a check of \$6.5 million to Dana-Farber. Granite proudly, in total, has donated over \$21.1 million from Saving by Shaving.

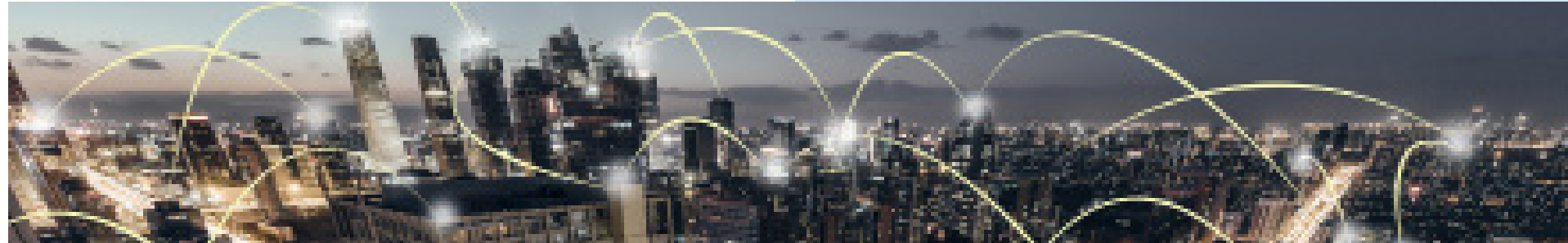


We can and will do just that – cure cancer. I'm very grateful for everyone's support and so proud to call this community home.

Rob Hale



MANAGED SERVICES



MANAGED VOICE NATIONWIDE

LOCAL PHONE SERVICE **LONG DISTANCE** **VOIP** **TOLL FREE SERVICE** **VIRTUAL FAXING**

Granite has wholesale agreements with all of the major carriers nationwide in the US and Canada, which allows us to offer discounts on voice services to our clients.

Granite will help design, engineer and implement a cost-effective and secure voice & data solution for your company. Whether you have hundreds of remote locations, a large concentration of employees at a central location, or work at home employees Granite has the experience addressing your unique business challenges with support and industry-leading technology.



Granite is a true business partner in multiple facets of the telecommunications enterprise space. Easy to engage, develop, explore and share ideas with. They also execute customer initiatives extremely well.

PepsiCo



MANAGED INTERNET ACCESS

Uptime in your business is critical and Granite's Network Operations Center (NOC) gives you more of it. Our lightning-quick response rate means that incidents nationwide are detected, recorded and resolved before your customers - and often your employees - even know there's a problem.

REAL TIME TRACKING

When you work with Granite's NOC, you get full visibility into your network at all times. Our web-based portal allows you to track what we're tracking in real time, from NOC support activity to network and IT Infrastructure. Key metrics, including active tickets, alarms and usage trends, help your team benchmark network performance and determine the root cause of ongoing issues.

LEADING EXPERTISE

While Granite's NOC employs cutting-edge technology and sophisticated operational tools, it's our depth of knowledge that makes the difference. With decades of experience in network monitoring and engineering at the executive level we've become the go-to resource in the industry.

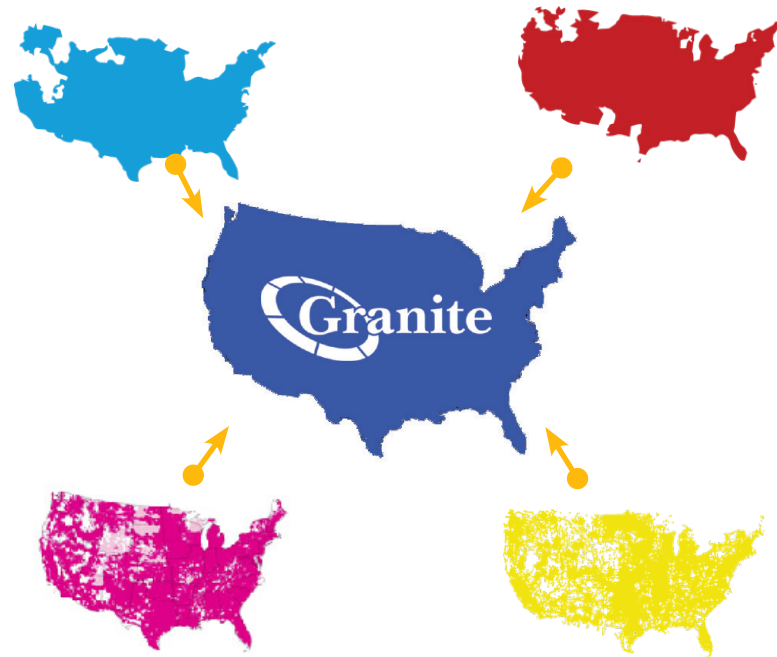


MANAGED SERVICES



MANAGED WIRELESS

Geographic Perfection Nationwide



Granite Enterprise Mobility provides complete coverage with all major mobile operators into one consolidated platform, leveraging our buying power to provide simpler and more cost effective mobility solutions.

Granite provides the best connectivity and end-to-end value added services to our customers.

Granite's monitoring service helps ensure your network receives the highest level of attention from Granite's Network Operation Center. Proactive monitoring enables Granite to check status of your network [24 / 7 / 365](tel:247365).



MANAGED NETWORK INTEGRATION



Since our founding, Granite Network Integration has experienced industry-leading growth as a business to business partner specializing in IT and Electrical Infrastructure.

When it comes to supporting your branch locations, Granite has a nationwide team of engineers, tenured Project Managers, and a staff of Registered Communications Distribution Designers (RCDDs) to review the scope of work, cabling standards/requirements, perform site assessment, evaluate electrical plans, and calculate a firm fixed proposal.

Cabling projects are quoted, reviewed and executed in the guidelines provided by the client so the timelines and cost are managed properly. When you utilize the services of Granite for a cabling project, your assigned Project Manager will create a step by step install that will maintain your organization's goal.

INFRASTRUCTURE

- Low Voltage Cabling
- Electrical Wiring
- Smart Hands Installation
- National On Demand Service and Support
- Certification and Design

SECURITY

- Video Surveillance and Analytics
- Access Control



MANAGED SERVICES



CLOUD BASED NETWORKS

Not all solutions are built the same.

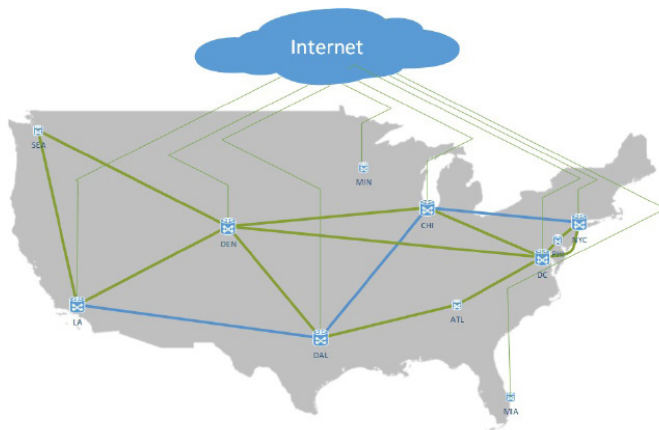
Need a cloud-based Solution? With Granite's Cloud network, Granite can deliver best in class networking solutions with all the features and benefits of traditional on premise solutions at very competitive rates.

SD-WAN

MPLS

MANAGED WIFI

HOSTED PBX



Granite is a one point of contact at Bob Evans Restaurants. This is a convenient way to report an outage, for instance. Granite's representatives are pleasant and knowledgeable when reporting an outage.

Bob Evans Restaurants

Monitoring your business nationwide.

Over 150
Cisco Certified
Engineers

US Based
24 / 7 / 365
Customer Support

Over 4000 certified
Field Service
Technician Partners

Our team of solution engineers, along with subject matter experts, meets with each client individually and tailors solutions built specifically for the customer.

As mentioned before, not all solutions are created the same. There are different strengths, weaknesses and cost points. Granite always looks out to deliver what is right for you, the customer, and end user needs. With that, we want to offer as many options available giving you the peace of mind knowing you're receiving the best and most secure connectivity with one source.

Our goal is to free our clients from the frustrations of having to run their own business while also managing an ever-more complex array of communications services. We have years of experience in managing business communications. When we spot an imminent device failure, our technician will contact you to coordinate a repair and instantly dispatch a technician to replace the device.



Sampling of Granite's Clients





www.granitenet.com

p: 866.847.1500

