

About JMP



JMP Solutions

- Serving national customers locally: 15 business units throughout North America, targeting Industrial Fortune 1000 companies since 1987
- More than 25,000 projects completed to date
- Strategic partnerships with FANUC, Rockwell Automation, Honeywell and others
- Top 10 largest Controls System Integrator in North America (SI Giants List by Control Engineering)
- Core Competencies and applications where we excel:
 - Automation & Robotics
 - Automated Guided Vehicles
 - Control System Integration
 - IIoT & MES
 - Process Automation
 - Material Handling
 - Networking & Security

Our Why

Our purpose drives us. We help people and businesses realize their full potential by continually redefining what is possible.



What We Do - Our Application Focus

Automation & Robotics



Automated Guided Vehicles



Control System Integration



IIoT & MES



Process Automation



Material Handling



Networking & Security



www.jmpsolutions.com



JMP Solutions

Industrial Technology Partner to the Fortune 1000

Our Credentials and Qualifications



Partner



Only company in the world that is CSIA Certified, RIA Certified, a Fanuc Authorized System Integrator and a Rockwell Automation Solution Partner.



Industry Expertise - Industrial Technology Partner to the Fortune 1000

Transportation



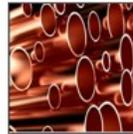
Food & CPG



Energy & Water



Metals



Oil/Gas & Chemical



Pulp & Paper



Postal/Courier





Our How— Driving Results with Customers



Our team starts with your tangible business outcomes in mind while combining focus, discipline and execution to drive results.

Desired Business Outcomes



Throughput & Yield



Quality



Compliance



Risk



Costs



Safety



First Priority: Customer Satisfaction

- Address customer issues daily, from each employee to the Executive Team
- Net Promoter Score (NPS)

Extraordinary Customer Experience

- Guaranteed Performance
- Exceptional Communication
- Radical Commitment

Execution Excellence

Every time, all the time!

- Project Management
- Change Management
- Risk Management
- Multi-Site Execution

Quotes from Happy Customers

“Because every project we have done together has been smooth, efficient and on time. Keep up the great work!”
Tier 1 Automotive Manufacturer

“Because everything is done professionally and I enjoy working with everyone. The communication from your team is outstanding.” Leading CPG Provider

“Because JMP is the best in town! Far and above better than anyone else that we have ever worked with!”
Leading Global Chemical Manufacturer

“We have open communication and there are times we see things differently, but it says a lot that we are always able to talk it out and come up with a solution that works.” Tier 1 Automotive Manufacturer



Our How—Driving Customer Success

JMP Solutions
Industrial Technology Partner to the Fortune 1000

Industry: **Transportation**
Project Description: **Robotics cell die system integration**

1. Please answer the following questions using the scale provided:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
Knowledge/Expertise - industry, application & technical	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service - responsive, quick, professional	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication - proactive, complete, timely	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing - competitiveness, value for the dollar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustworthiness - commitment, will deliver, overall relationship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please identify two areas in which we excelled:
Knowledge and communication.

3. Please identify two areas in which we could improve:
No, I cannot think of anything.

4. Please share any other comment you might have about this project or JMP in general.

5. How likely is it that you would recommend JMP to a friend or colleague? (1 = not at all likely, 10 = extremely likely)

1 2 3 4 5 6 7 8 9 10

Why did you give us this score?
Because we never have any issues with your team, JMP does a great job!

JMP Comments: *Thank you for the feedback and continued business.*

NET PROMOTER SCORE
■ ■ ■ ■
 100% = PROMOTERS - % DETRACTORS

We survey our customers to make us better!

Internally: We review, share results, and take improvement actions.

Externally: We post the results on our website for everyone to see... **unedited.**

“Feedback drives continuous improvement at JMP”

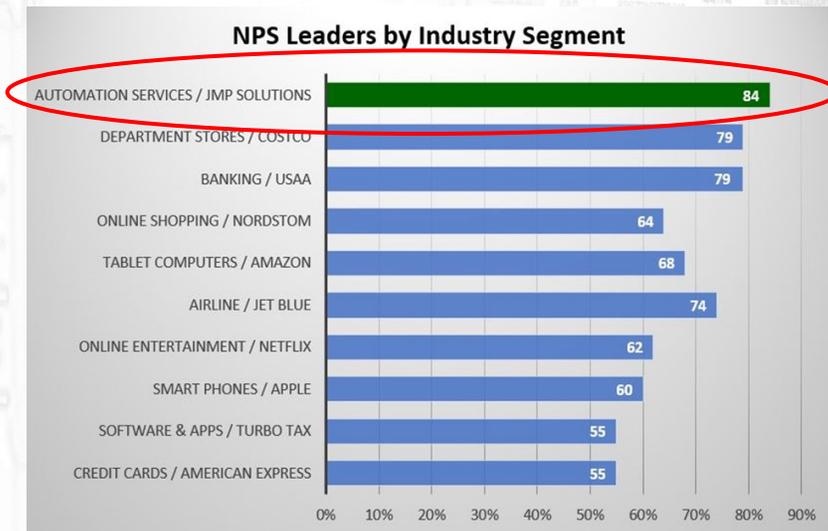
“On a scale of 1 to 10, how likely are you to refer us to a friend or colleague?”

% Promoters

- % Detractors

Net Promoter Score

JMP's Net Promoter Score vs. Industry Leaders



Serving National Customers Locally

Burlington		(905) 631-6660	Information Division			(513) 795-9082	Philadelphia		(610) 524-0500
Calgary		(403) 475-2886	Lexington		(519) 239-8913	San Antonio		(210) 930-6060	
Cambridge		(519) 622-2505	London		(519) 652-2741	Robotics Division			(519) 520-0549
Dallas		(214) 496-0616	Montreal		(514) 248-1857	Toronto		(905) 851-8700	
Houston		(832) 647-0024	New Jersey		(973) 808-8550	Material Handling Division			(519) 941-0005