



American Capital

American Capital is a publicly traded buyout and mezzanine fund with capital resources exceeding \$5.2 billion. The company generally invests as much as \$150 million in each transaction. To take advantage of market opportunities, American Capital depends on up-to-date, accurate, and reliable financial data.

Since its August 1997 IPO, American Capital has invested approximately \$5 billion in nearly 150 portfolio companies. More than 100 investment professionals work with a portfolio of clients from the services, transportation, construction, wholesale, retail, health care, industrial, consumer, chemical, and food-products industries.

Objective.

American Capital sought secure, real-time, high-speed data access to corporate applications that would keep its executives and senior analysts constantly abreast of market activity and allow customer information to be easily accessible.

Executives and senior analysts frequently travel to meet with clients and portfolio companies, and they depend on timely information as well as the ability to quickly share business-critical stock reports, financial news and analysis, and customer data. To keep American Capital's day-to-day activities running smoothly, executives needed constant, reliable connectivity to headquarters through email and chat.

Solution.

American Capital executives access all their corporate applications via the Verizon Wireless Mobile Broadband high-speed mobile data service. By inserting a Mobile Broadband-capable PC Card into their laptops, the executives have reliable, trouble-free connectivity to corporate applications. They can send email, connect to the Internet, and access customer relationship management (CRM) applications behind the corporate firewall. They don't need wires, jacks, or a separate ISP account to stay productive while they are away from the home office.

More than 70 executives and senior analysts stay in constant contact with their teams and customers wherever they travel across the United States, due to the Verizon Wireless national network. In some regions, the executives enjoy connectivity speeds of 600 Kbps to 1.4 Mbps, which can burst up to 3.1 Mbps.

"Mobile Broadband enables us to access a critical NASDAQ Web site that uses some very bandwidth-heavy applications, while still allowing other applications—such as chat and Microsoft® Office Outlook®-based CRM—to run at the same time," says Malon Wilkus, CEO at American Capital.

AMERICAN CAPITAL
WWW.AMERICANCAPITAL.COM

Company Description:

Headquartered in the Bethesda, Maryland/Washington, D.C. area, American Capital has seven offices throughout the United States. The company has three main lines of business: financial partnerships in management and employee buyouts; providers of senior debt; mezzanine and equity financing for buyouts led by private equity firms; and providers of capital directly to private and small public companies.

Objectives:

- Ensure executive management constant access to client and portfolio companies' data.
- Increase management teams' productivity.
- Allow executive management to respond more quickly—in real time—to internal and external questions.
- Make customer meetings more effective, thereby reducing transaction delays and increasing revenue.

Solution:

- Laptop computers equipped with Mobile Broadband-capable PC Cards allow approximately 70 executives and senior analysts to access American Capital applications, including email, the Internet, and customer relationship management (CRM) applications.
- Mobile Broadband service allows



Results.

Convenient, wireless, real-time access to financial information and customer data gives American Capital the competitive edge it needs in the volatile financial-services market. "American Capital invests over \$1.5 billion a year in over 50 private companies," says Wilkus. "Having up-to-the-minute information and financial data on these investment opportunities is a clear competitive advantage for us. Wireless data access provides American Capital with that up-to-the-minute information."

Delays are the main reason investment opportunities fail to close. "With Sierra Wireless® AirCards® and wireless access to data, information-related delays are reduced significantly and fewer good investment opportunities are missed," explains Wilkus.

Fast response times are critical for American Capital. "Our average financial deal consists of tens of millions of dollars," says Wilkus. "Timing is critical, and we need information at our fingertips when we need it."

Wilkus and the other American Capital executives are frequently on the move as they meet with clients. Now travel time is better spent because they can work at the airport, on the train, or in a cab, and not miss an important email or capital market development. Mobile high-speed access helps executives stay in touch while on the road and complete timely sign-offs on a whole range of items, from press releases to investment proposals.

"A few hours of increased productivity are very valuable," says Wilkus. "Mobile Broadband ensures that we have better access to email and critical real-time information. It's invaluable."

executives to connect to corporate applications reliably and securely.

- VPN authentication secures data transfers.

Results:

- Up-to-the-minute information and financial data on investment opportunities reduce delays so that American Capital can take advantage of more investment opportunities, thereby increasing revenue.
- Productivity during travel time increased 80% because executives can reduce downtime at airports, in cabs, or on the train.
- Reliable communication between executives and their teams keeps day-to-day business activity progressing while decision makers are on the road.
- Constant wireless access to American Capital resources and email makes client meetings more productive.

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MALON WILKUS
AMERICAN CAPITAL CEO "QUOTE."

Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60 to 80 Kbps. Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression. Mobile Broadband is available to more than 240 million people in 248 major metropolitan areas and 232 primary airports in the United States.

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