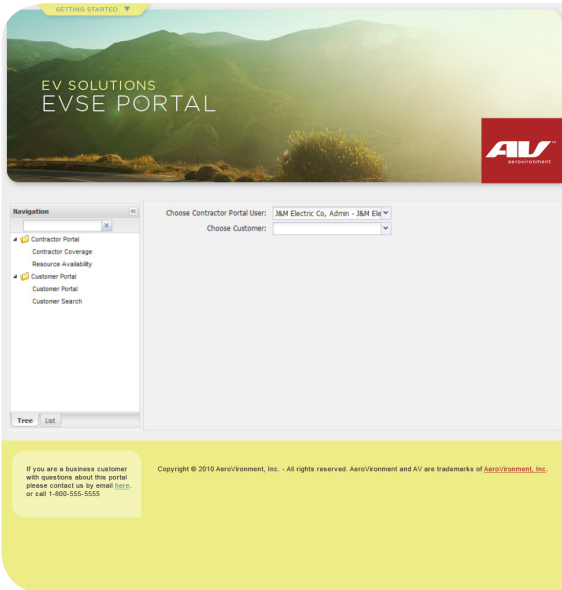


BACK OFFICE BACK BONE

BACK-END SERVICES THAT INTEGRATE SEAMLESSLY WITH YOUR BUSINESS



COME SEE WHAT A LITTLE BACKBONE CAN DO FOR YOU

If you're getting ready to launch a new electric car model, implement municipal, state, or federal infrastructure programs, or introduce charging systems to your customers, you understand that charging hardware is just the beginning. Let AeroVironment's Back Office Back Bone support your launch behind the scenes. We provide:

SERVICE

- Expanding nationwide certified installer network
- Certified, licensed electricians
- Local code, permitting, and inspection expertise
- Site assessments and custom quotations
- Turnkey installations
- User training and orientation
- Call center support
- Parts and labor warranty coverage
- Timely on-site service support

INFORMATION TECHNOLOGY

- Oracle-based Customer Relationship Management (CRM)
- Oracle-based front-end Consumer Portals
- Oracle-based Enterprise Resource Planning (ERP)
- Fully supported e-commerce platform
- Customizable performance metrics

OPERATIONS

- Flexible global sourcing strategy
- Forward and reverse logistics
- Strategically situated distribution hubs

ENGINEERING

- Customer-specific solutions
- Application engineering services

MARKETING

- Private label product design
- Dealer development programs
- Regional and national co-marketing opportunities
- Custom co-branded consumer Web portal design

Call us today for a tour of our back office systems.