

Maintenance Solutions, 24x7x365



Your customer's business never stops running.
Neither should their technology.

The situation

Your customers depend on the continuous operation of their business equipment. Experiencing outages, failures or downtime while replacing malfunctioning equipment is simply not an option – and they are counting on you to make sure their technology keeps working optimally.

So who should you trust to support your maintenance needs? The experts at Tech Data's Global Lifecycle Management!

A well-known solution provider did just that in offering a hardware maintenance solution to their customer, a nationally-recognized telecom provider. Their maintenance contract needed to provide 24 x 7 x 365 response for on-site parts and labor support, and Tech Data's Global Lifecycle Management Services team of certified experts was there to help the solution provider fulfill the customer's needs.

The solution

Through their relationship with Global Lifecycle Management, the solution provider was able to sell a full maintenance and support solution at a cost savings as compared to traditional renewals. "The solution that we offered was best suited for legacy equipment outside the OEM's initial coverage term – which made it perfect for the customer," said Tom Tobin, senior director of Regional Delivery for Global Lifecycle Management. "Most of the telecom company's equipment was older and was either nearing its end of life or had expired OEM support. We packaged the right support options and teams to help the solution provider satisfy their client."

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Tom Tobin, senior director of Regional Delivery for Global Lifecycle Management

Quick Facts

Industry Information

- Telecom company

Firmographic information

- Telecom services provider

Wanted

- Maintenance solutions to keep systems up and running
- 24x7x365 response for onsite parts and labor support

Services provided

- Full maintenance and support solution at a cost savings as compared to traditional renewals
- Robust mix of product parts, labor and technical support

Outcomes achieved

- System continued to run throughout maintenance cycles
- Single source to support all equipment at multiple locations
- Consistent experience across various brands of equipment
- Secure additional annually-renewing business

Tech Data's U.S.-based, Level 2 technicians responded to calls through their support line – and were even able to integrate with the solution provider's system to receive and update support calls electronically.

"In a volatile IT Services world driven by constant changing technology and declining prices, we strive to maintain the highest quality service possible," Tobin said. "By listening to the customer we determined that tapping into the solution provider's system was key to meeting the customer's needs."

Outcomes

Through a robust mix of product parts, labor and technical support, the solution provider was able to meet their customer's top objective—to keep their systems up and running—even through maintenance cycles.

Global Lifecycle Management's solution enabled the client to have a single source to support all of their equipment at multiple locations. In this case, the solution provider was able to arm the customer with a consistent experience across various brands of equipment and for different types of outages and issues within their environment.

The success of the program implemented by Global Lifecycle Management led to the solution provider securing additional annually-renewing business from the telecom company. What started as an offering for just the servers has expanded to include storage devices and networking equipment designed by multiple vendors. This additional business represents a 66% annual revenue increase for the solution provider from this account – which is quite significant.

"Nothing is more satisfying for us than to help one of our solution providers succeed with their customers," Tobin said. "This is just one case of how we can supplement our partners' efforts, and as we like to say, give them the freedom to focus on the road ahead."

Global Lifecycle Management

How soon your equipment arrives to your customers continues with excellent supply chain management, but it doesn't end there. Global Lifecycle Management is a provider of services within Tech Data, the world's leading end-to-end distributor of technology products, services and solutions. GLM delivers all of the services required to get the most value out of every technology product investment your customers make, from service and support, to asset tracking and management, to proper and compliant product disposal and replacement at end of life.

Let us help you every step of the way.

To learn more, visit: servicesbytechdata.com

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