

Certified Extended Support Program (CESP)



Protect your customer and brand

Maintaining control of the full IT asset lifecycle is crucial for preserving the integrity of your brand and extending the ROI of your end customers' investments.

With our certified extended support program (CESP), Global Lifecycle Management (GLM) helps you protect your customers from the risks of installing counterfeit or third-party parts. CESP's in-or-out-of-warranty maintenance and end-of-life support give end-user customers access to high-quality services delivered by highly responsive, multi-platform certified technicians.

CESP is an opportunity to extend your relationship with your end-user customers; offer an alternative to third-party providers that don't match CESP's expert expanded and extended warranty support.

About CESP

Our certified extended support program is built to help you:

- Provide a bridge to the next technology upgrade for customers
- Recapture customers at the point of renewal and bring them back for authorized service
- Promote lead generation to reacquire customers who have transitioned to third-party maintenance (TPM) or an authorized maintenance provider
- Reduce churn rate and increase renewal rates for OEM service
- Recertify end-of-lease systems to reduce parallel market supply
- Ensure continuing customer satisfaction with reliable, authorized service

CESP is also a powerful and effective customer retention tool for your reseller community, enabling the kind of account control every partner needs. For partners who lack their own service capability, CESP enables them to deliver fully authorized service on products for shared customers and creates the kind of continuity that preserves the next technology refresh, renewal or upgrade.

High-value services

GLM brings an unrivaled portfolio of complementary services to CESP to drive value throughout the product lifecycle—from supply chain services to end-of-life management.

CESP features

- Three-year support
- On-site next business day
- White-glove service for OEM three-year standard warranty on new hardware
- Pre-imaged hard drive with break/fix repair
- OEM warranty facilitation
- Entitlement and warranty processing
- One toll-free number to call for all of your customer support needs
- Support services Monday through Friday from 8 a.m. to 5 p.m.

Program customization options

- Flexible maintenance programs
- Accidental damage coverage
- Advanced product exchange
- Optional on-site technician
- Extended OEM warranty term support
- Customer-owned spares management
- Site inventory and assessment services
- Extended support for other in-warranty installed base equipment
- Coterminal with new assets
- Extended warranty support programs
- After-hours/weekend/holiday support

Safeguard your commitments

CESP by Global Lifecycle Management enables you to deliver all of the services that your largest and smallest customers need—while preserving the trust and commitment you share with your reseller partners.

A specialized solution business within Tech Data, GLM brings end-to-end product and customer lifecycle services to your company with one goal: giving you the freedom to focus on the road ahead. With offerings across both the product and customer lifecycle, GLM provides some of the world's most well-known OEMs with successful business outcomes, including increased revenue, improved time to market, cost savings and reduced complexity.

It all starts with a conversation. **So let's talk.**