

# One-stop shopping



Get your full suite of integration services from one world-class partner.

## The situation

In 2015, a global leader in open telecom solutions developed a game-changing technology targeted to large telecomm carriers and ISPs for a new high broadband application. But despite the technology's creation, the company was unable to build the on-site applications and complete the installations necessary for their enterprise customers to use the new software. They needed an integration specialist – and fast. That's when Tech Data came in.

## The solution

Our expert field installation teams began working with the client's development team immediately to learn the processes and how to integrate the software into existing enterprise racks for customers.

"Once we began completing the installations for the client, we quickly identified ways to make the process more efficient," said Tom Tobin, senior director of Regional Delivery for Tech Data Global Lifecycle Management Services. "The new installation program we implemented not only met the client's needs, but cut the installation time by roughly 50 percent, so there was significant cost savings to the client as well."

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**What our field repair teams do best is identify and troubleshoot exactly the problem that is causing the performance issue and get it repaired as soon as possible.**

*Tom Tobin, senior director of Regional Delivery*

## Quick Facts

### Industry Information

- Telecom

### Firmographic information

- Global leader in open telecom solutions

### Wanted

- On-site applications and complete the installations necessary for their enterprise customers to use new software developed by the company

### Services provided

- Integration of the software into existing enterprise racks for customers
- Identified ways to make the process more efficient
- Implemented a new installation program
- Follow-up maintenance, support and repair

### Outcomes achieved

- Reduced costs
- Reduce time to product use
- Increased efficiency throughout the entire integration lifecycle for the company

But cutting the installation time in half was only one piece of the puzzle. The new software also required follow-up care including maintenance, support and ultimately repair. And while the customer had a relationship with another vendor to provide these services, once Tech Data showed their expertise with the installation of the software, the client made us the trusted partner to work on every step of the integration lifecycle of the software.

## Outcomes

The Global Lifecycle Management team has maintained a successful relationship with the client for almost three years, delivering end-to-end services for the software integration and helping the customer grow their business.

“We take great pride in this relationship,” said Doug Halbert, vice president and general manager of Supply Chain Management and Integration Services. “We started off by handling only one aspect of this business, but in doing so, we help reduce their costs, reduce time to product use and increase efficiency throughout the entire integration lifecycle for the company. And in using Tech Data as their one vendor for all of these, their processes were simplified significantly.”

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*Doug Halbert,  
vice president and  
general manager,  
Supply Chain  
Management and  
Integration Services*

### About Tech Data's Global Lifecycle Management Services

Short reliable delivery cycle times are paramount in supply chain management, but it doesn't end there. Tech Data's Global Lifecycle Management Services delivers all of the services required to get the maximum value out of every technology product you make, from service and support, to asset tracking, 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](https://servicesbytechdata.com)