



Support Services



Great Product = Great Support

As an original equipment manufacturer, you're constantly making investments in creating new products, improving existing products, and getting those products out to market. However, along with great product must come great support. You certainly want all your users to know they are supported and can get their questions answered. And you may have Level 1 support covered, but wouldn't it be great to provide a continuous user experience by delivering Level 1-3 resolution within one phone call? Tech Data can help!

Tech Support from Tech Data – As If It Were You!

Tech Data has been providing top quality technical support for decades. Our highly skilled support personnel can relieve the investment you've already made or need to make. Eliminating the need to develop these capabilities in-house. No matter what your product or service solution is, it probably involves an end-user client device, servers, and a network, meaning you need to provide support at each of those levels. Tech Data's Technical Assistance Center can do it all for you.

Technical Assistance Center (TAC)

Tech Data's TAC takes responsibility for calls at Level 1, 2, and 3 responding with OEM-certified technology specialists from a wide variety of technical disciplines who work together to tackle challenges based on any combination of products. Our extensive network of specialists creates an unmatched resource that is constantly available to whichever of our people is working with your customers. We also train personnel specifically on your products and services to assure that we have sufficient resources to respond to whatever request for support may come in. Our capabilities include:

- 24x7x365 call support
- OEM-certified support programs
- Service management experts
- Certified product management
- Technical training
- Field technician compliance
- Service administration
- Reporting

Focus On the Road Ahead

It's important you provide the best level of support to your customers, but sometimes it's critical to focus on the creating new products, improving existing products, and getting those products out to market. Maximize the effectiveness of your engineering teams by deploying them to high-value workload, and leave the support to Tech Data. We are the single source for the broadest scope of services in the IT industry. Reduce operating expense, mitigate risk, and deliver an unparalleled quality of service when you trust operations to those you've known and trusted for decades, your partners at Tech Data.

To learn more, visit www.servicesbytechdata.com.