

Playing the field



Tech Data's field service teams keep your infrastructure up and running.

The situation

Maintaining the proper care of your IT systems can be challenging enough, but what happens when your most vital equipment is stationed in multiple remote locations all over the country – where it can be impacted by rain, snow, extreme temperatures, time or other factors outside your control?

For a Tech Data customer – one of the largest cable television infrastructure companies – this is exactly what happened. Equipment such as hub boxes, switches, repeaters and more, essential to providing a signal for several of the nation's largest cable providers, was operating inconsistently when deployed in the field. Outages to these types of businesses and their end customers are unacceptable; you only need to imagine your cable going out during the final minutes of a big football game or the surprise ending of a movie you've been dying to watch.

So when your customers are watching Ghostbusters and the cable goes out, they call you. And, "who you gonna call?" Tech Data, that's who!

The solution

Before Tech Data could begin to repair outages, there were several steps to take, including identifying all of the equipment types in the field and their locations; as well as possible threats to that equipment that could prevent it from working as it should.

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Tom Tobin, senior director for Professional Services

Quick Facts

Industry Information

- Cable services

Firmographic information

- One of the largest cable television infrastructure companies

Wanted

- Outage repair for equipment such as hub boxes, switches, repeaters and more

Services provided

- Working with the customer to share the knowledge of how to properly install and maintain the equipment to maximize its lifespan.
- Prevent future outages through proper installation of equipment
 - Protected equipment
 - Maintained equipment

Outcomes achieved

- Fewer outages
- Better connectivity
- Higher quality signals to end users

“There are many factors that can keep field equipment from performing optimally,” said Tom Tobin, senior director for Professional Services, Global Lifecycle Management Services for Tech Data. “Anything from weather to the age of the equipment can impact performance, but one of the things 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.”

Like any other business network, cable television infrastructure is comprised of access points, routers, switches, cables and secure housing units. But because they are located outdoors, they are vulnerable to various types of damage or malfunction.

Just as important as conducting the repair is working with the customer and sharing the knowledge of how to properly install and maintain the equipment to maximize its lifespan.

“Another source of malfunction we see often goes back to the initial installation of the equipment, which can either be aerial or underground, depending on its location,” said Tobin. “Equipment that is poorly or improperly installed, or left unprotected or otherwise exposed in its environment and not maintained, can often cause outages down the line that impact the delivery of the signal and cause service interruptions. We make sure this doesn’t happen.”

Outcomes

With Tech Data’s field service teams providing technical support directly at the site of the equipment, your technology is maintained and optimized to perform at peak levels, which reduces outages, creates better connectivity and provides higher quality signals to end users - the families watching those movies and games in their living rooms.

“We know down time or outages are more than just an inconvenience for our customers. They can quickly translate to lost revenue, which is unacceptable,” said Tobin. “We want our customers to realize that our field repair solutions are not only beneficial for maintaining the working order of the equipment, but are absolutely vital in delivering value to their customers, which impacts their bottom line.”

About Tech Data’s Global Lifecycle Management Services

How soon your equipment arrives to your customers continues with excellent 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 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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