



Stay Connected in the Cloud

Staying Connected is Critical to Cloud- and Hybrid Cloud-Based Environments — Let Shyft Help Keep Your Customers Connected

The Business Need

With more and more businesses moving toward cloud storage solutions, staying connected to a cloud or hybrid cloud environment is more than just important — it's vital — and can make the difference between success and failure. Connectivity issues of any kind can derail your customers' ability to complete anything from basic communication to more complex storage and networking workloads. And in today's fast-moving business world, this is simply unacceptable.

Often, issues of connectivity are related to complex configurations that allow all of your technology products to work together. Any misconfiguration, no matter how small — and no matter where along the process — can disrupt the flow of information and outages, which cost time and money to end users.

One TD SYNEX customer — a leader in data insight, access and control for hybrid cloud environments — was able to tap into the expertise of our Shyft Global Services team to help their customer keep their cloud environment up and running. When their customer began having issues with the connectivity of their PCs, servers and DNS configuration, they contacted TD SYNEX to help find the right solution. Our Shyft team members were soon on site, working to resolve the issues.

The Solution

Our experienced engineers began a series of end-to-end system design audits, during which they identified several misconfigurations that were causing end users to experience connectivity disruptions.

"We begin by sending in our team of experts to diagnose the problem, so we know what we're up against," said Tom Tobin, Senior Director of Regional Delivery for Shyft.

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We take great pride in our ability to help our customers solve business problems for their clients. That's the value that we bring to our partnerships.

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*—Tom Tobin, Senior Director of
Regional Delivery,
Shyft Global Services*

"In this case, we identified a series of misconfigurations in the equipment, which allowed us to come up with the right solution."

Within a few hours, Shyft proposed making changes to the network's design architecture, which would allow it to run more efficiently and effectively, reducing downtime caused by network connectivity issues.

Shyft further recommended that the end user migrate to an appliance-based DNS system, allowing for simplicity of use and higher reliability in connection while keeping costs down for our customer's client.

"Failures in DNS connectivity are likely to cause issues that can stop a business in its tracks," said Tobin. "We've got a significant amount of experience in dealing with these particular type of systems, so we recommended a solution to the customer that would ensure the end user was no longer impacted by these types of outages and maintained their ability to stay up and running."

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The Result

The most important outcomes of the Shyft solution were significantly improved reliability, stability and performance of the end user's network. Now experiencing virtually no outages, they were able to focus on their business activities without worrying about their cloud connection hampering their ability to complete vital business functions.

And for Shyft's customers, our ability to deploy a skilled resource on site, diagnose the problem and quickly implement a solution gives them peace of mind that they've got a trusted partner helping to look after their customer as if they were our own.

"We take great pride in our ability to help our customers solve business problems for their clients," said Tobin. "That's the value that we bring to our partnerships. When we can demonstrate our capabilities to them, they realize that having Shyft as their services partner enables them to bring more value to their clients. Bring it on!"

Please note: The company names used in this version of the case study reflect the current company names, although the case study may have been originally published prior to the rebrand of Shyft Global Services and/or prior to the Tech Data–SYNNEX merger.

About Shyft Global Services

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation. Ready to shift your business forward? Learn more at shyftservices.com.

Shyft Global Services is a division of TD SYNNEX (NYSE: SNX).