Stay connected in the cloud

Tech Data | Global Lifecycle Management

Staying connected is critical to cloud- and hybrid cloud-based environments. Let Tech Data help keep your customers connected.

The situation

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 Tech Data customer – a leader in data insight, access and control for hybrid cloud environments, was able to tap into the expertise of our Global Lifecycle Management 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 Tech Data to help find the right solution. Our Global Lifecycle Management 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.

Quick Facts

Industry information
- Hybrid cloud data services and management company

Firmographic information
- Broad portfolio of products and services across varying data types and deployment models

Wanted
- Single connectivity between servers and end-user PCs
- DNS configuration & connectivity solution
- Seamless & dependable could environment

Services Provided
- End-to-end system audits
- Design architecture analysis
- On-site diagnosis & implementation

Outcomes
- Improved reliability, stability & performance of end-user network
- Component reconfiguration
- Recommendations for end-user migration to appliance-based DNS system

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> **We begin by sending in our team of experts to diagnose the problem, so we know what we're up against.**
>
> *Tom Tobin, senior director of Regional Delivery for Global Lifecycle Management*

"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, Tech Data 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.

We 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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Outcomes

The most important outcomes of the Tech Data 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 Tech Data'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 it 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 Tech Data as their services partner enables them to bring more value to their clients. Bring it on!"

Global Lifecycle Management

How soon your equipment arrives to your customers continues with excellent supply chain management, but it doesn't end there. Global Lifecycle Management is a provider of services within Tech Data, the world's leading end-to-end distributor of technology products, services and solutions. GLM 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.

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