One-Stop Shopping

How a Global Telecom Leader Implemented End-to-End Deployment Services From a Single World-Class Provider

The Business Need

A global leader in open telecom solutions developed a game-changing technology: a new high-speed broadband application designed for large telecom carriers and internet service providers (ISPs). But in spite of the technology's promise, it quickly ran into trouble. The company was unable to build the onsite applications and complete the installations necessary for their customers to use the software. They needed a deployment specialist — and fast. That's where Shyft Global Services came in.

The Solution

Shyft's field installation experts immediately joined the client's development team to learn how to integrate the software into their customers' existing enterprise racks.

"Once we took over the installations, we quickly identified ways to make the process more efficient," says Tom Tobin, Senior Director of Professional Services for Shyft. "Our new installation program not only met the client's needs, but cut the installation time by about 50%, so there were significant cost savings for the client as well."

But that faster installation process was only part of what was needed. The new software would also need follow-up care, including maintenance, support and, eventually, repair. And while the customer already had a relationship with another vendor to provide these services, Shyft's performance led the client to make Shyft their sole partner for every step of the software's deployment lifecycle.

> **"**
> **What our field repair teams do best is identify exactly what's causing the performance issue and then get it repaired as quickly as possible.**
> **"**
>
> —Tom Tobin, Senior Director of Professional Services, Shyft Global Services

The Result

This client continues to count on Shyft as its single source for multiple services — including end-to-end software deployment services — that scale up or down depending on the need.

"We take great pride in this relationship," says Doug Halbert, Vice President and General Manager of Global Services Delivery for Shyft. "We started off by handling only one aspect of this business, but in doing so, we helped reduce their costs, reduce time to product use and increase efficiency throughout the entire deployment lifecycle. And by using Shyft as their one vendor for all of this, the client simplified their processes significantly."

Shyft's broad portfolio allows its engineers to become experts in any customer's data center, delivering precisely according to your needs and expectations. Shyft now supports more than 250 original equipment manufacturers in more than 60 countries around the world, with more than 500,000 units under contract.

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.

> **We helped reduce their costs, reduce time to product use and increase efficiency throughout the entire deployment lifecycle**

—Doug Halbert, Vice President and General Manager of Global Services Delivery, Shyft Global Services

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).