

# One-stop shopping



How a global telecom leader implemented end-to-end deployment services from a single world-class provider

## The situation

In 2015, a global leader in open telecom solutions developed a game-changing technology: a new high-speed broadband application designed for large telecom carriers and 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 Tech Data Global Lifecycle Management (GLM) came in.

## The solution

GLM 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 GLM. "Our new installation program not only met the client's needs, but cut the installation time by about 50 percent, so there were significant cost savings for the client as well."

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**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

### Quick Facts

#### Industry Information

- Telecom

#### Firmographic information

- Global leader in open telecom solutions

#### Wanted

- Onsite software installations for enterprise customers

#### Services provided

- Integration of software into existing enterprise racks
- Process efficiencies
- Implementation of a new installation program
- Follow-up maintenance, support and repair

#### Outcomes achieved

- Reduced costs
- Reduced time to product use
- Increased efficiency throughout the entire deployment lifecycle

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, GLM's performance led the client to make GLM their sole partner for every step of the software's deployment lifecycle.

## The outcome

This client continues to count on GLM 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. "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 Tech Data [GLM] as their one vendor for all of this, the client simplified their processes significantly."

## Conclusion

GLM's broad portfolio allows its engineers to become experts in any customer's data center, delivering precisely according to your needs and expectations. GLM now supports more than 250 original equipment manufacturers in 71 countries around the world, with more than 500,000 units under contract.

### About Tech Data Global Lifecycle Management

A successful deployment is key to a great customer experience, 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.

Let us help you every step of the way.

To learn more, visit: [servicesbytechdata.com](https://servicesbytechdata.com)

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*—Doug Halbert, vice president and general manager of Global Services Delivery*