

Effective break-fix maintenance with global coverage



Partnering to improve services across the globe

The situation

In the growing segments of the IT industry, original equipment manufacturers (OEMs) must connect with partners who can provide global, scalable solutions that align to their unique goals.

As a new entrant focused on product adoption, a U.S.-based IT company that specializes in building world-class software for backup storage identified a need for support with its essential business so it could instead focus more of its resources on adoption, sales and growth.

The company wanted to mature its services across the globe and offer service level agreements (SLAs) for maintenance and support with a four-hour response time. Compared to the company's existing model, this would help improve resolution time significantly. The company's previous provider had a limited geographic reach and could not deliver the labor necessary to perform the maintenance services on site by the desired time. Instead, they only could provide next-business-day services, which limited the company's capabilities.

The solution

The company was growing and needed help from a partner that could grow and scale along with them. In this context, Tech Data Global Lifecycle Management (GLM) identified the company's pain points and developed a solution to offer an SLA that provided a four-hour response time at nearly every location across the globe.

Quick Facts

Industry information

- Software technology

Firmographic information

- Data management solutions

Wanted

- OEM-certified partner with global reach and scalability
- Ability to provide a four-hour response time

Services provided

- Identification and assessment of company's needs
- Team training on break-fix support model
- Four-hour-response SLA model
- Alignment with company's growth and scalability goals

Outcomes achieved

- Improvement in the service level offered to customers
- Increasing solution coverage by adding more product lines

During the span of this global break-fix field labor engagement, GLM worked on the company's behalf as its maintenance team. GLM also invested in video training to ensure the team was qualified to perform the break-fix support according to the standards expected by the company.

The outcome

The new four-hour-response SLA model helped the company deliver its customers rapid and expert services across the globe. This successful global break-fix field labor engagement boosted the company's confidence in GLM, which led to the addition of more products to the company's support menu.

GLM's expertise in storage business solutions helped build out the specific service model the company needed to better serve its customers. This model also helps the company's resources continue focusing on its other key business areas: adoption, sales and growth.

About Tech Data Global Lifecycle Management

Providing efficient maintenance and support services is pivotal to keeping customers loyal and improving the value of your brand, but it doesn't end there. Tech Data Global Lifecycle Management 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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This customer was able to enhance their end-customer experience by partnering with us to serve as their maintenance team and provide a four-hour response time for field labor support on their behalf.

*Adam Behman,
business unit specialist
for Global Field Services*