

# Effective Break-Fix Maintenance With Global Coverage

## Partnering to Improve Services Across the Globe

### The Business Need

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 US-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, Shyft Global Services 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.

During the span of this global break-fix field labor engagement, Shyft worked on the company's behalf as its maintenance team. Shyft 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 Result

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 Shyft, which led to the addition of more products to the company's support menu.

Shyft'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.

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*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.*

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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.**

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—Adam Behman, Business Unit Specialist  
for Global Field Services,  
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](https://shyftservices.com).

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