



Certified Extended Support Program for OEMs

Protect Your Customer and Brand

Today's original equipment manufacturers (OEMs) face more threats than ever before. Third-party vendors frequently appeal to your customers with rock-bottom prices — but when things go wrong, it's *your* reputation that suffers. As an OEM, you need to safeguard the integrity of your brand and extend the ROI of your end-customers' investments. Shyft Global Services helps you do just that. Through our product and customer management services, you can expand your relationship with your customers while also protecting them from the risks of third-party

Achieve Your Goals With Our Certified Extended Support Program (CESP)

Shyft brings you end-to-end management services throughout the product and customer lifecycle. Our goal is simple: Free up your resources so you can focus on the strategy of your business instead of the granular details. Right now, Shyft is helping many of the world's top OEMs achieve increased revenue, faster time to market, greater cost savings and reduced complexity. And we're here to help you do the same, and more.

Turn Our High-Value Services Into Superior Business Outcomes

With Shyft, you and your end-users get quality service delivered by highly responsive, multi-platform -certified technicians. Our CESP enables you to take care of all your customers — large and small — while also preserving the trust and commitment of your reseller partners.

Specifically, the Shyft CESP Helps You By:

- ▶ Keeping customers in touch with your technology updates
 - ▶ Encouraging your customers to renew for authorized service
 - ▶ Generating leads to reacquire customers who have left for third-party maintenance
 - ▶ Delivering fully authorized service for shared customers
 - ▶ Assisting your resellers with customer retention
 - ▶ Reducing churn and increasing renewals for OEM service
 - ▶ Recertifying end-of-lease systems to reduce parallel market supply
 - ▶ Ensuring continued customer satisfaction with authorized service
-

Customize Your Program

White-glove service comes standard with Shyft. To help you build a truly exceptional customer experience, we also offer a range of à la carte options.

Standard CESP Features:

- ▶ Three-year support
- ▶ Onsite service the next business day
- ▶ Pre-imaged hard drive with break-fix repair
- ▶ OEM warranty facilitation
- ▶ Entitlement and warranty processing
- ▶ One toll-free number for all customer support
- ▶ Support services Monday–Friday from 8 a.m. to 5 p.m.

Custom CESP Add-Ons:

- ▶ Flexible maintenance programs
- ▶ Accidental damage coverage
- ▶ Advanced product exchange
- ▶ Onsite technicians
- ▶ Customer-owned spares management
- ▶ Site inventory and assessment services
- ▶ Extended support for other in-warranty installed base equipment
- ▶ Coterminal agreements
- ▶ Extended warranty support programs
- ▶ After-hours, weekend and holiday support

Ready to shift your business forward?

To learn more, visit: shyftservices.com