



Maintenance and Support Services

Keep Your Customers Operating at Their Best

Maintaining customer loyalty takes more than just superior technology. Today's customers expect flawless maintenance and support services throughout the entire product lifecycle. Shyft Global Services delivers just that, serving your customers in ways that exceed their expectations — and yours. We are your single provider for all in- and out-of-warranty maintenance and support — and in true partnership, we never compete for your customer.

See The Value Now — And at Renewal Time

Shyft frees you from the headaches of multiple third-party vendors — and that's just the beginning. Our network of certified engineers delivers exceptional white-labeled services. Your customers will appreciate the difference now, and they'll remember it when it's time to renew. When you choose Shyft, your brand gets long-term benefits, including:

- ▶ Brand protection through consistent, certified service
- ▶ Revenue growth through post-warranty service
- ▶ Seamless support for extended warranties
- ▶ Enhanced ability to focus on strategic goals
- ▶ Cost savings through scalable expertise
- ▶ Improved customer retention at renewal time

Gain the Expertise and Cost Savings of an Established Single Provider

Shyft has the expertise and global infrastructure to give your customers the service they deserve, no matter where they're located. Our engineers and technicians have more than 2,500 certifications in multi-vendor technologies, and we have serviced over 500,000 units from 250+ original equipment manufacturers (OEMs) in 70+ countries around the world. Our unparalleled IT experience allows us to deliver a remarkable range of services, including:

- ▶ Level 1 to Level 3 support, 24x7x365
- ▶ Proactive call escalation
- ▶ Onsite OEM-certified technicians
- ▶ Certified product management
- ▶ Technical training
- ▶ Field technician compliance
- ▶ Service administration
- ▶ Reporting and analytics
- ▶ Support from design to disposal

Shyft's maintenance and support services are scalable, and they're offered in a variety of service level agreements to maximize both your savings and the quality of your service. Our dedicated focus on IT lifecycle support ensures that your customers will believe in your service as much as they do in your products.

Grow Your Business With Shyft

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?

To learn more, visit: shyftservices.com