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The Ultimate IT Deployment and Maintenance Checklist

Reimagine how your company handles IT deployment and maintenance services with this checklist of critical factors for finding the best outsourcing partner to help you take your business to the **next level in innovation**.

When assessing your company's field service capabilities and resources leads to the decision to outsource, the next question is usually, "**how do we choose an IT deployment and maintenance services provider?**"

Follow this checklist to understand how choosing the right partner can make all the difference in maintaining service quality and customer loyalty.

LASER-FOCUS YOUR TEAM ON CORE COMPETENCIES

A trusted outsourcing partner can handle the services that don't align with your core competencies or are no longer a high priority in your current market strategy. With your resources more focused on supporting your core competencies, your marketplace value gets a boost.

SUPPORT YOUR CUSTOMERS BEYOND THE INITIAL DEPLOYMENT

Leveraging a partner as a white-label extension of your team enables you to solidify success throughout the customer relationship and to help keep customers close to your brand during and after the installation.

CUSTOMIZE YOUR IT DEPLOYMENT AND MAINTENANCE SERVICES

While simple deployments can be handled by "rack and stack" services, more sophisticated implementations demand global experience and scalability. A partner can develop customized services to meet the needs of your customers and products.

LEVERAGE AN IT DEPLOYMENT PARTNER BUILT FOR FLUCTUATION

With a partner navigating shifting market dynamics and managing operations, you can more easily stay engaged with customers and deliver a differentiated experience that lays the foundation for longer-term relationships.

OWN THE RELATIONSHIP WITH NON-COMPETITIVE IT MAINTENANCE AND SUPPORT

One key to partnership success is working with a global IT maintenance services provider who respects your relationships with your other partners and doesn't compete for warranty and service contract revenues.

RETAIN CUSTOMERS — AND FUNDS — WITH AN IT MAINTENANCE SERVICE PARTNER

Building and maintaining the infrastructure to support IT maintenance services can be costly and time-consuming. Outsourcing allows you to stay closer to your customers without impacting investments in your core focus areas.

POSITION YOUR COMPANY FOR NEW OPPORTUNITIES

With vital services managed by your partner, your organization can focus on growth and scalability while meeting revenue goals. A partner can offer insights into customers' operations so you can maximize lifetime customer value and continue innovating the products and services your customers need.

85%
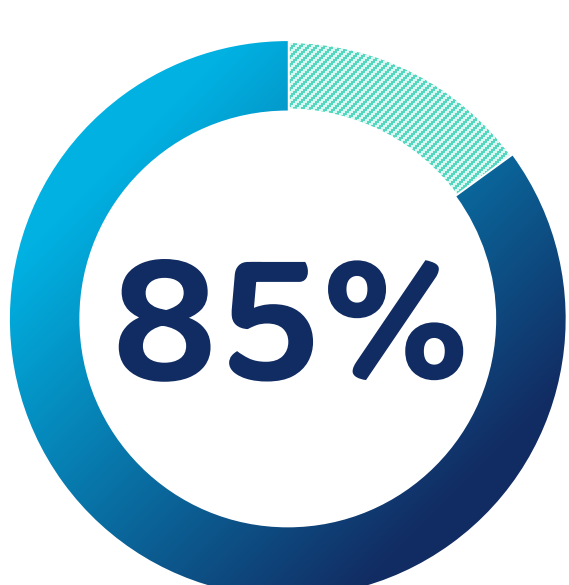
Technology buyers are moving away from purchasing products to **relying on everything-as-a-service (XaaS) offerings** covered by service-level agreements that **deliver value for the business**.

And most enterprise customers — **85%** according to an IDC survey[1] — consider **maintenance and support services** to be a **key differentiator** when choosing a vendor.

Outsourcing multi-vendor global field services, technology deployment and IT maintenance services can help you maintain ongoing, high-touch relationships and truly become your customers' trusted advisor for all their maintenance and deployment needs.

Alleviate operational strains and drive better business outcomes with a partnership built to evolve.

It's time to shift your business forward.

To learn more, visit **shyftservices.com**

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[1]IDC, "IDC MarketScape: Worldwide Support Services 2019 Vendor Assessment," Oct. 2019, https://www.idc.com/getdoc.jsp?containerId=US45595819