

# Shyft Global Services

Complete Product and Customer Lifecycle Services  
to Accelerate Your Digital Transformation Journey



## A Trusted Global Technology Partner

The market has shifted, and your customers expect exceptional service at an even faster rate — it's time to rethink your current business operations and methodologies so you can accelerate your and your customers' business transformations.

Accelerating your transformation from hardware to everything-as-a-service (XaaS) while providing a consistent customer experience is a significant challenge. However, you can keep up with the competition, tackle your XaaS transformation with more agility and simplify operations by partnering with an industry-leading technology partner you can trust like your own team.

Supplement your existing operations with end-to-end lifecycle services from Shyft Global Services for both your product and customer needs — empowering you to sharpen your focus on key transformation initiatives.

Our journey began in the mid-2000s with a few small acquisitions in reverse logistics. Since then, we've strategically added organic and geographically diverse capabilities to our portfolio in alignment with our customers' needs. We invite you to reenvision where your capital can take you while we do the work to help you get there.



### Reduce Operational Complexity

Streamline and simplify your core operations with a single service partner.



### Accelerate Time to Market

Go to market with new solutions faster and deliver support more quickly.



### Lower Operational Costs

Pay only for the technology services you need — when you need them.



### Enhance Customer Experience

Deliver a seamless experience that keeps customers coming back for more.

## Why Technology Lifecycle Management Services From Shyft?

Our end-to-end product and customer lifecycle management services give you new ways to release resources and funds from your existing operations and accelerate your transformation by investing in what matters most to your business. Stay ahead of change by dialing your resources up or down based on your needs with the right mix of technology services from a single partner. A partnership with Shyft means you benefit from our:

### ▶ Full Portfolio Management

Outsource, scale or extend your capabilities confidently for any stage of the product or customer lifecycle

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### ▶ Global Footprint

Expand into new markets and provide a consistent service experience to customers around the world

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### ▶ White-Label Delivery Model

Scale with implementation flexibility that allows Shyft to serve as a white-label extension of your brand

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### ▶ Deep Technology Expertise

Collaborate with service and technology experts who have decades of hands-on industry experience

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### ▶ Powerful Tools and Systems

Build differentiated marketplace value with robust lifecycle management reporting and insights

### ▶ Financial Strength

Mitigate risk with a nimble service delivery model backed by the strength and scope of TD SYNEX

# Complete Product and Customer Lifecycle Services

## ► Supply Chain Management Services

Drive efficiencies, lower costs, increase visibility and deliver a seamless experience more easily — all while meeting unique SLAs. It's time to modernize your logistics network and take your supply chain global with specially designed 3PL, B2B & B2C fulfillment and hybrid models that can support you and your customers anywhere in the world.



### Supply Chain Management Capabilities

- Inventory management
- Pricing and promotions
- Financial services
- Pre- and post-sales support
- Warehousing and distribution
- Transportation management
- Order management
- E-commerce
- Import and export management

## ► Integration Services

From configuration and customization to end-point devices and complex rack-mounted systems built specifically to customer needs, Shyft's state-of-the-art, certified facilities and team of experienced engineers help you deliver the custom-tailored solutions your customers need — without investing in additional headcount or infrastructure.



### Integration Capabilities

- Product design
- Complex converged assembly
- Endpoint device configuration
- Customization options
- Project management
- Test environment and prototyping

## COMPLETE PRODUCT AND CUSTOMER LIFECYCLE SERVICES

### ► Deployment Services

Products need momentum when they reach the market. Our highly trained technicians go directly to your customers to perform scalable, efficient deployment services, including installation, implementation and migration — all under your brand. Enable faster value realization with deployment service quality that enhances your reputation and frees up internal resources for other key initiatives.



#### Deployment Capabilities

- Installation
- Implementation
- Migration
- Remote services

### ► Maintenance and Support Services

With our white-labeled, multi-vendor services, you can empower your end users, maintain complex multi-vendor IT environments, enhance business continuity and sustain lasting customer relationships. With Shyft as your single service provider for all in- and out-of-warranty maintenance and end-of-service-life support, you eliminate the hassle of managing multiple third-party maintenance providers.



#### Maintenance and Support Capabilities

- 24x7 onsite hardware maintenance support
- Shyft-owned or customer-consigned inventory management
- 24x7x365 Global Technical Assistance Center (GTAC)
- Infrastructure software support
- Renewals
- Support

## COMPLETE PRODUCT AND CUSTOMER LIFECYCLE SERVICES

### ► Repair and IT Asset Disposition Services

When technology products reach the end of their useful life, we make it easy to minimize e-waste, recover product value and reinvest in innovation through sustainable depot repair services and IT asset disposition (ITAD). Our comprehensive repair services cover the full spectrum of products so you can refocus dedicated resources on your next big project. And our expansive logistics network and global footprint work in your favor to create secure, compliant processes for your products as they approach end of life.



#### Repair and ITAD Capabilities

- Reverse engineering
- Component-level repair
- Root cause analysis
- Program management and reporting
- Depot inventory management
- Demonstration and evaluation
- Refurbishment services
- Data erasure and security

### ► Customer Management Services

Maximize the value of your and your customers' technology investments. As a white-label, distributor-neutral extension of your team, we deliver the customer lifecycle management services you need to expand your channel reach, develop a high-performing, profitable sales ecosystem, promote product adoption and capture every opportunity for revenue.



#### Customer Management Capabilities

- Sales and operations
- Customer success
- Financing
- Engineering
- Business intelligence
- IT training

# Our Listen-First, Customer-Centric Approach to Outsourced Services

When outsourcing technology services, you need a partner you can trust like your own team. We tailor our outsourcing approach depending on the specific service area, industry needs and your goals. But no matter your industry, company type/size or the destination on your transformation journey, the limit for future growth doesn't exist when you partner with Shyft, as we leverage most or all of the following key steps to initiate, execute and monitor your custom services solution:

1

## Listen and Learn

The early planning stage includes goals and needs sharing, as well as exploration of any small setbacks and major roadblocks that may be holding your business back from focusing on innovation. We work closely with you during requirements workshops to understand your business processes and develop a strategy to migrate your service operations to Shyft.

2

## Design and Develop

Based on our understanding of your business, our team formulates a custom-tailored services solution that marries relevant systems, processes, resources, training, tools and analytics for optimal results. This stage may include defining the business model and pricing, establishing SLAs and KPIs, contract initiation and preparing for system integration(s).

3

## Configure and Test

The testing stage is essential to ensuring our services solution aligns to your unique business needs. Our product lifecycle solutions typically include unit testing, integration testing and UAT to determine readiness. Our customer management solutions are typically launched as small pilots and then developed into larger-scale programs based on pilot results.

4

## Onboard and Implement

Throughout the onboarding process, we work in concert with you to develop optimal reporting matrices, methods and frequency to ensure the most relevant information for program delivery is available. Transition planning, resource alignment, expert support and regular touchpoints help to ensure seamless implementation of your new solution.

5

### Maintain and Assess

Our New Program Implementation team actively manages day-to-day activities and eventually transfers operations to our Solution Delivery team once all parties have determined the operation is fully transitioned to Shyft. We regularly review results and data to assess the efficiency and effectiveness of your solution and identify areas for further improvement.

6

### Adapt and Expand

Flex operating procedures related to launches, recalls, peak seasons, etc. are part of our daily practices. Regular joint planning and forecasting calls help ensure that we are collectively planning for ramp-up needs well before the capacity is required. We're also prepared to accommodate growth and scale through our global footprint and vast logistics network.







## Put Innovation First With a Services Outsourcing Partner

Shyft Global Services, a division of TD SYNEX, 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](https://shyftservices.com)

