

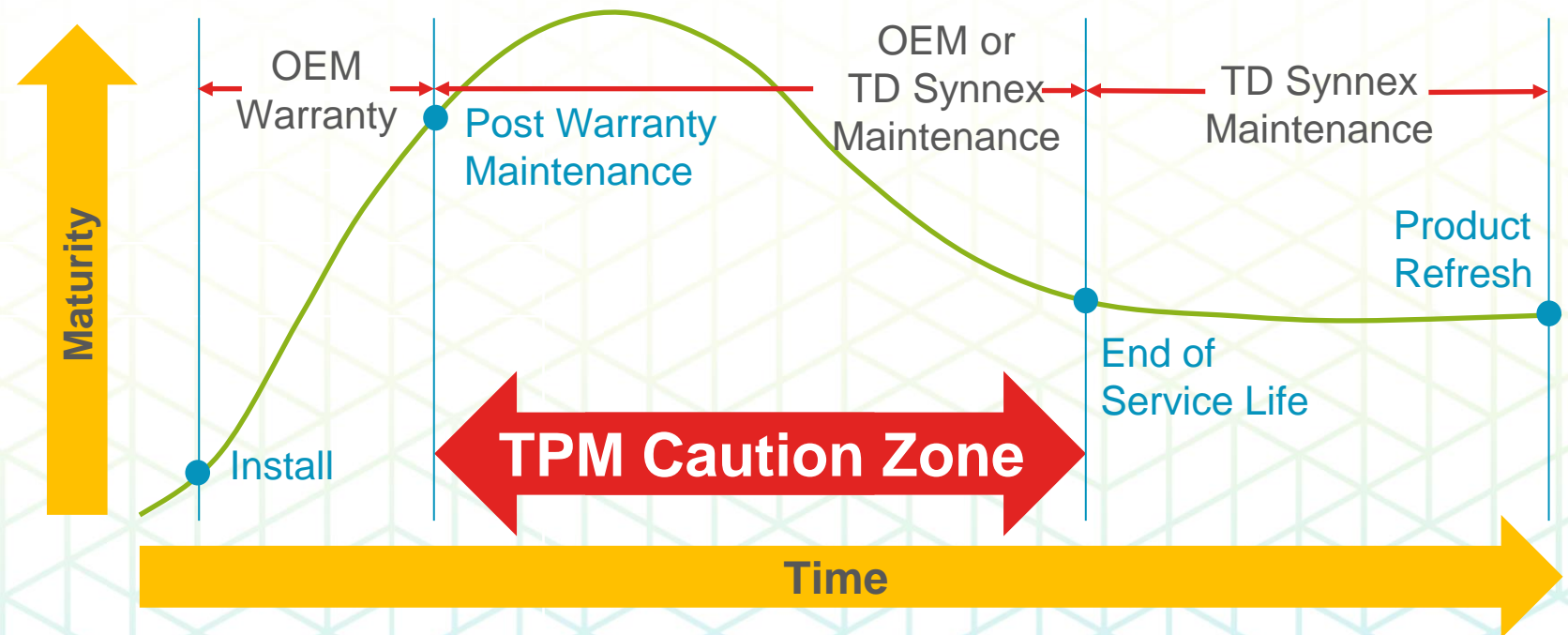
Multi-Vendor IT Maintenance Services by \$60 Billion TD Synnex Managed Through Your NaviSource Portal

Global Lifecycle Management
trust.navisource.com

Maintenance coverage types

Whether your equipment is moving off of OEM warranty or you are ready for a complete IT refresh, we have your IT assets covered. Have the freedom to set your own refresh cycles and choose from multiple maintenance coverage types:

- ✓ Break/fix
- ✓ Pre-paid services
- ✓ Cisco Last Day of Service (LDoS)
- ✓ In-warranty or post-warranty
- ✓ End-of-Life Support (EOL)
- ✓ Preventative care
- ✓ Multi-Vendor Support (MVS)



Types of Deployment

Our Value

Deployment services provide the ability to quickly expand your technical reach without the cost and time to hire, vet, train, and manage a workforce. Savings can be significant.

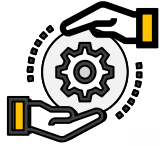
List of Deployment Service Portfolio:

- ✓ Pre-Installation Site Surveys: In case you aren't sure on what exactly is needed.
- ✓ Data Center: Rack and Stack Servers, Storage, and Networking
- ✓ End point: Desktop, Laptops, Printers, Monitors, and Accessories
- ✓ Low Voltage Cabling: Networking, Audio, and Video
- ✓ Intelligent White Boards (IWB)
- ✓ Access Points (AP): May require heat mapping based on needs.
- ✓ Data Center Moves: standard(same building) and non-standard(different location)
- ✓ Migration (Software Implementation and Migration): Non-standard as a unique skillset is usually required



Systems and OEM Warranty Support

We have the certified experts across multiple OEM technologies to support your infrastructure.



Extensive best practices knowledge



Multi-vendor environment expertise



Highly-experience & certified technicians



Certified parts in IT environments



Guaranteed SLA attainment



Technical assistance backed by data analytics and reporting

Servers	Storage	Networking
Dell EMC	Dell EMC	Dell EMC
HPE	HPE	HPE
Cisco	Cisco	Cisco
NetApp	NetApp	Brocade
Lenovo	Kaminario	
IBM	IBM	
Nutanix		

*More vendors supported – Feel free to ask

Key Differentiators



Software Support

Unlike most field service providers, our expertise goes beyond hardware, with expertise in diagnosing the software layer and recommending the right patches and fixes.



Certifications

Our technicians – in the field and on the phone -- are up to date on the latest technology and trends, carrying thousands of certifications across the entire data center landscape.

Scale & Scope

With technicians, warehouses and forward stocking locations all around the world, we can have your systems up and running where and when you expect it.

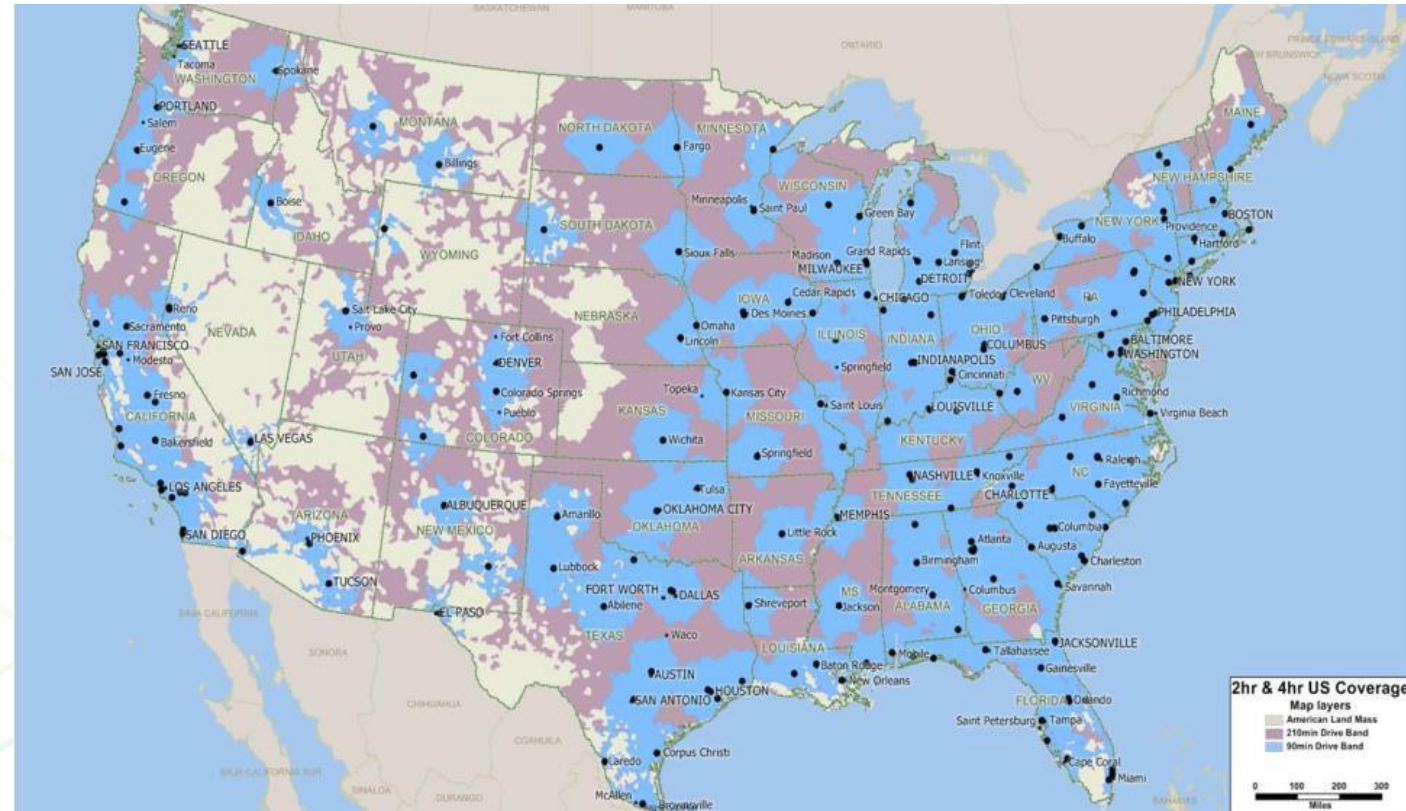
Vendor Affiliation

Our relationships and trading agreements with the world's leading OEMs gives us insight and experience that is unmatched.



Geographic support coverage

- 24 x 7 x 365 U.S.-based Technical Assistance Center (TAC) with L1-L2 support
- Same-day and next-business-day (NBD)
- All US zip codes supported
- Global coverage leveraging trusted partner network
- 465 W2 badged field resources
- 225 FSLs



GLM: Global Lifecycle Management

We don't just talk the talk. We walk the walk.

Our unparalleled breadth & depth of skills allows you to confidently scale, extend or augment capabilities and trust it will be done right.

Product lifecycle management



- Supply chain
- Installation & maintenance
- Support services
- Integration
- Education
- ITAD & repair

Customer lifecycle management



- Customer acquisition
- Channel management
- Software license compliance
- Revenue growth services
- Renewals
- Education

