

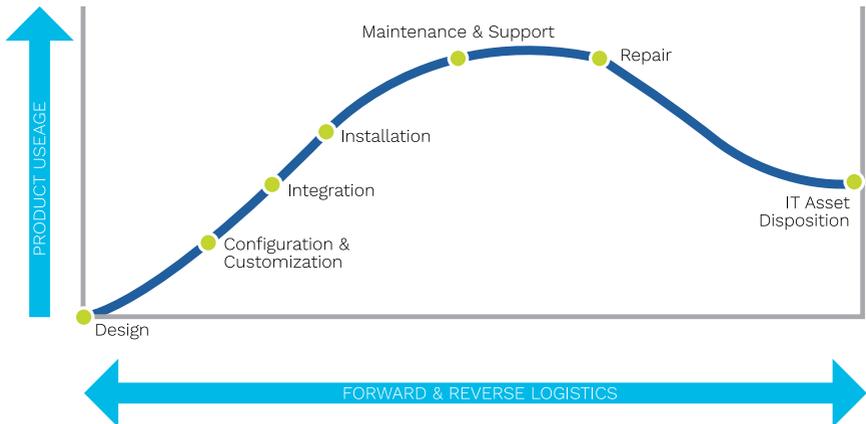
# End-to-end Product Lifecycle Support





From design to disposal, the lifecycle of your products brings many opportunities to add value and create revenue. Whether you're an original equipment manufacturer (OEM) seeking to increase income from manufacturing, or a multiple system operator (MSO) looking to extend the useful life of deployed customer premise equipment (CPE), Tech Data's product lifecycle management services provide everything you need.

### THE IT LIFECYCLE VALUE CONTINUUM





## Supply Chain Management

They call it a supply “chain” because it consists of a series of closely interlocked links that all work together to transport your products to end-customers. Tech Data drives supply chain success in through classic distribution, 3PL, fulfillment services or a hybrid model of all three. Tech Data works with you to determine the best engagement model to create efficiencies, lower costs, and provide complete visibility into the supply chain. Supply chain management services include warehousing, transportation, inventory & order management, e-commerce, pre- and post-sales support, pricing & promotions, and credit & collections support.

## Configuration & Customization

Today, more and more customers expect their solutions to arrive ready to plug in and play. This means your product needs to be completely configured, customized, and tested. As customer needs increase, staffing, training, and administration may become challenging. This is when

you can trust your configuration and customization services to a name you know and trust so you can focus on the road ahead. We have facilities and trained specialists located strategically around the world ready to provide services like hardware, software and networking setup, asset tagging, accessory management, custom labeling and packaging, bios and firmware updates and validation testing.

## Integration Services

Tech Data’s Integration facilities in the United States and Canada are ISO 9001:2008 certified integration centers each with more than 150 workbenches, with more than 80 engineers between them who hold more than 2,500 industry-recognized certifications from CompTIA, Microsoft, Cisco, and others. Integration services include engineering support & first article build, rack assembly, cable management & testing, custom image, app and OS loads & test, and hosted customer virtual machines & VPN access plus the logistics to get it where it needs to be.

## Field Services

Tech Data can efficiently and effectively execute a programmatic, global technology on your behalf. Our global expertise and footprint enable Tech Data to deploy highly qualified, experienced, and professional engineers and project managers throughout the world. Field services include global support for installation, migration, maintenance with a L1-3 support option, and entitlement and warranty processing and support.

## Depot Services

Managing IT assets can be a challenge, especially when hardware is nearing its end-of-life. Tech Data provides repair and IT asset disposition services to help you manage end-of-life for your customers. Whether it's a laptop, monitor, printer or something larger like a server or storage array, when it's time to decommission equipment, it takes time and expertise to:

- Assess the most economical options for disposition including refurbish, resell or recycle

- Secure all sensitive data on the equipment before it leaves your facility
- Remain in compliance with all regulations as well as local, state and federal laws
- Dispose of the equipment in a way that's ethical and eco-friendly
- Receive a fair market value on the resale of any equipment

## Support Services

We provide value-added technical assistance center services for your customers, eliminating the need to develop these capabilities in-house. No matter what your product or service solution is, it probably involves an end-user client device, servers, and a network, meaning you need to provide support at each of those levels. Tech Data's Technical Assistance Center can take responsibility for all calls at Tier I, II, and III, responding with OEM-certified specialists. Our support services include 24x7x365 help desk support, service administration and reporting.



Tech Data is your single source for the broadest scope of product lifecycle services in the IT industry. Reduce operating expense, mitigate risk, and deliver an unparalleled quality of service when you outsource product lifecycle operations to those you've known and trusted for decades, your partners at Tech Data.

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