SYNNEX SERVICESolv™

Business Development Reps Dedicated to You

Are you new to selling services? Not sure how everything works? Our services business development representatives, or services BDs, are here to answer all your questions and make SERVICESolv work for you.

As a SERVICESolv customer, you'll have access to a dedicated representative that can fully explain our varied service offerings and show you how to successfully incorporate them into your portfolio.

Your services BD can also assist with:
- Navigating Pre-Sales Engineering
- Solutions Development
- Scoping Calls with End-Users
- Service SKU Orders
- Building Service Solutions for Government, Commercial, and Retail Locations

Whether you need help with professional services, integration/configuration services, onsite hardware installations, or remote software services, your services BDs are there when you need them.

Grow your business with SYNNEX SERVICESolv. Email servicebd@synnex.com today, and we'll connect you with a representative to get you started. You can also reach us at 877-358-5505, option #1.

SYNNEX CORPORATION

SYNNEX SERVICESolv™

Easy to Buy, Easy to Sell

Want to spend more time winning deals and less time dealing with time-consuming installations? Partner with SYNNEX and Westcon-Comstor Americas to make it happen. With a variety of value-added services, SYNNEX SERVICESolv can help supplement your company's service offerings, skillsets, and geographic reach to expand your services portfolio and earn more margin.

Our SERVICESolv offerings include:
- Pre- and Post-Sales Support
- Reseller- and End-User Enablement
- Server Assessment
- Design and Integration
- Product Lifecycle Support
- IT Resource Planning

WE MAKE SERVICES SIMPLE

With hundreds of static SKUs, buying a service through SYNNEX SERVICESolv is as simple as clicking a button. Our "Service in a Box" pricing model is among the easiest and broadest in the channel and applies to any zip code in the United States. Whether you need a skilled technician in downtown Chicago or rural Oklahoma, we've got you covered. And thanks to our white-glove service, we can deliver these services under your brand while offloading the labor to our team of skilled technicians.

Have a complicated or unusual request? Our flexible solutions team can create a custom SKU for nearly any project. Whether it's helicoptering a technician into a remote ranger station or installing monitors in a foreign embassy (we've done both!), SYNNEX has the resources and expertise to get the job done.

EXPERT SUPPORT

Our services business development team is here to help whenever you need them. They'll walk you through our full capabilities, coverage model, and more to help augment your existing services practice and expand your company's geographic footprint.

Finally, SYNNEX and Westcon-Comstor Americas will never compete with you for your service hardware business. We support you by providing the skilled technicians and resources you need to deliver the services your customers want.

FIELD INSTALLATION PROFESSIONAL SERVICES

SYNNEX handles all management aspects of our 800+ highly skilled technical resources that cover a variety of vertical market needs. Included are those that require "cleared" personnel or union labor. We can provide both regional and national teams to deploy your customer projects.

Our solutions include:
- Wireless Site Surveys, Cabling, and Installations
- Onsite Network Installation and Configuration
- Physical Security
- Audio-Visual Systems
- Telephony
- Digital Signage, Networking Hardware, and More

> *"Bringing SYNNEX on for this service opportunity garnered additional projects we wouldn't have otherwise had. The client liked the SYNNEX engineer so much, they wanted to use him for the next four configurations."*
> *– SYNNEX SERVICESolv reseller*

GoldSeal® SUPPORT

Available only through our resellers, GoldSeal® Support is a competitively priced maintenance solution that replaces and enhances traditional vendor-provided support. GoldSeal® consistently achieves 100% customer satisfaction by going above and beyond standard maintenance requirements and providing product training, how-to assistance, and extending troubleshooting to connected devices. Avoid having to invest your valuable time and dollars training staff and providing supporting 24/7. GoldSeal® is your white label solution, offering higher margins, recurring revenue streams, and access to the best technical talent to support your customers.

> *"I am continually impressed with the support your staff provides. I am out in the field a lot and have to call a lot of companies for tech support, and by far GoldSeal® Support is superior."*
> *– SYNNEX SERVICESolv reseller*

NETWORK OPERATION CENTER (NOC)

The SYNNEX NOC provides managed security and remote monitoring and management services. With our NOC, you get the proactive support your customers need to keep their business up and running smoothly.

Our solutions include:
- 24x7 Remote Monitoring and Alerting
- Remote Remediation
- Patch Management
- Help Desk Support
- Reporting
- Product and AV updates

We provide services as an extension of your business in a white-labeled capacity, available as a stand-alone offer or in an "as-a-service" model.

BUILD-TO-ORDER AND INTEGRATION

Need solutions built and configured to your customers' specifications? Our robust build-to-order and integration services can help get the job done.

Our solutions include:
- Hardware Integration
- Imaging/Software Install
- Asset Tagging/UID
- Bundling/Kitting
- Server/Rack Builds
- Laser Etching
- Phone Provisioning (Firmware, URL)
- Importer and Exporter of Record as a Service (160+ Country Reach)
- Staging and Integration (Router, Switch)
- Inventory Management
- Project Management (Large Deployments)

SOFTWARE AND PROFESSIONAL DEVELOPMENT SERVICES

Do you need help migrating to a new security appliance, programming a new unified communication solution, or transitioning a customer into the cloud? Whatever your networking and software needs, we can help with either our in-house expertise or our national on-site services.

Our services include:
- Professional Development – Teachers and Administrators
- G Suite Training
- Migration Services - On-Premise to Cloud; Office and G Suite
- Disaster Recovery
- AR and VR Training for Google Expeditions
- Red Hat and Linux Offerings
- CompTIA Training and Certification

> *"You tell us what your customer needs, and we do the rest."*
> *– Joe Pittillo, VP Services, SYNNEX Corporation*

EDUCATION AND TRAINING

Did you know that SYNNEX and Westcon-Comstor Americas are Authorized Training Centers (ATCs) for leading technology vendors' products? As an ATC, we can provide you with the training and certification you need to sell, install, and support many of today's top products. Not only will you save significantly on your training expenses, but you can also resell training to your customers, gaining higher margins and providing them a non-competitive training alternative. Our training is delivered both in real-time virtual and onsite classroom environments.

Our education team also has access to the vast training portfolios of many of the world's top training providers. Whatever your training needs, we'll work with you to build a plan and help you get the most out of your training budget.

Topics include:
- Vendor Certifications
- Cybersecurity
- Networking and Wireless
- Unified Communications
- Professional Development
- And More