

# Intel® Data Center Solutions Premier Support Partner



## Provide the best Intel experience for your customers

Outages, failures and downtime are costly to both you and your customers, and can affect production. Maximize your customers' technology investments by keeping their data center equipment up and running. Tech Data Global Lifecycle Management's (GLM) maintenance and support services extend the useful life of your customers' Intel servers with Intel-certified technicians who provide your customers the highest quality of care on site or remotely through the Intel Data Center Solutions Premier Support.

## Expand coverage beyond traditional maintenance

Provide a highly responsive global maintenance capability that ensures your customers maintain fully operational Intel equipment to meet their individual business needs.

### Hardware maintenance

Deliver exceptional service with certified technicians and facilities through GLM's maintenance and support programs, with capabilities that include:

- Technical Assistance Center
- Spare parts management
- Onsite white-glove break-fix service
- Remote maintenance

### Installation, implementation and migration

Implement new technology solutions quickly and accelerate the time to value with GLM's installation services, including:

- Preinstallation surveys
- Onsite services and multi-site engagements
- Migration services
- Data consolidation

### Extended parts and logistics warranty

Prolong the life of your customers' Intel server products with an extended parts warranty beyond the standard Intel warranty period. GLM provides parts and logistics with our standard service level agreements, extending infrastructure life.

### End-of-life support

GLM recovers the greatest value from retired Intel assets so customers can reinvest the funds into their budget and offset costs. GLM's IT asset disposition services include:

- Reclaiming the highest market value for equipment
- Trade-in, buyback and revenue share programs
- Onsite and offsite data erasure
- Hardware rental and swing gear for migration

## Service level agreements

Coverage type	Description
7x24x4	<ul style="list-style-type: none"><li>• Technical Assistance Center coverage seven days a week, 24 hours a day</li><li>• Onsite hardware maintenance within four hours (depending on location and business requirements)</li></ul>
5x9xNBD	<ul style="list-style-type: none"><li>• Technical Assistance Center coverage Monday through Friday, 8:00 am to 5:00 pm local customer time</li><li>• Onsite hardware maintenance next business day</li></ul>

## Enhance your business value

Increase your customers' satisfaction by supporting them on site or remotely while improving operations as GLM installs and supports your customers' Intel server assets. The Intel Data Center Solutions Premier Support Partner Program brings enhanced value to your business through:



### Vendor Affiliation

GLM's experience and partnerships with Intel Data Center Solutions Group fortify our standing in providing the highest-quality safety standards and experience, translating into unrivaled value for you and your customers.



### Industry Certifications

GLM technicians — in the field and on the phone — are trained on all Intel server products and stay up to date on the latest technology and trends, carrying thousands of certifications across the entire data center landscape.



### Geographic Scale

With technicians, warehouses, forward stocking locations and state-of-the-art facilities strategically located all around the world, GLM can have Intel servers' systems up and running with rapid response times wherever and whenever needed.

## Grow your business

Tech Data Global Lifecycle Management gives technology companies the freedom to focus on the road ahead by providing end-to-end customer and product lifecycle management services. GLM provides some of the world's most well-known technology companies with successful business outcomes, including increased revenue, improved time to market, cost savings, reduced complexity and brand preference, all while maintaining customer experience.

For more information, visit:

[www.servicesbytechdata.com/intel](http://www.servicesbytechdata.com/intel)