

Support Your Customers' IT Investments At Every Stage Of the Lifecycle

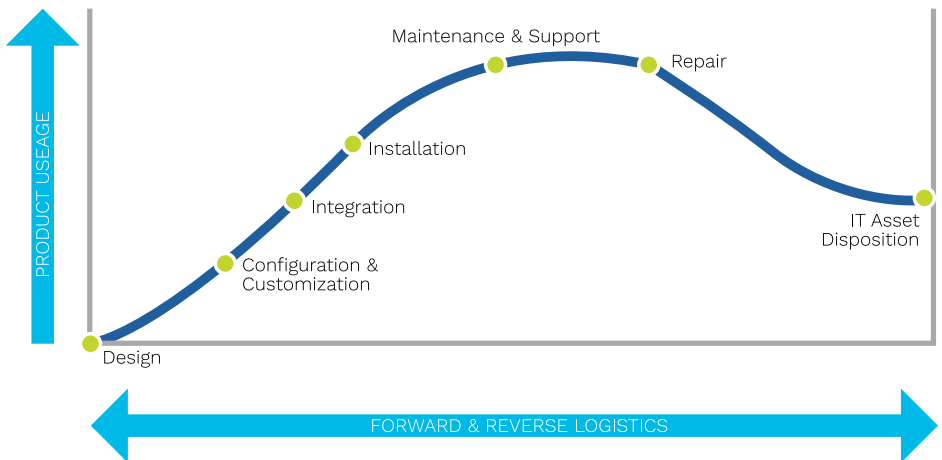




Product Lifecycle Management

From design to disposal, the lifecycle of every product you sell brings many opportunities to add value and create revenue. Tech Data's product lifecycle management services provide everything you need to support your customers' IT investments.

THE IT LIFECYCLE VALUE CONTINUUM





Configuration & Customization

Today, more and more customers expect their solutions to arrive ready to plug in and play. This means your solution needs to be completely configured, customized, and tested. As customer demand increases, staffing, training, and administration may become challenging. This is when you can outsource your configuration and customization services to a name you know and trust. 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

From system design and product procurement across the entire product lifecycle through end-of-life disposal services, depend

upon Tech Data to provide the highest-quality services to customers who purchase your solutions. Tech Data's assembly 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. Integration services include single or multi-vendor solutions, engineering support & first article build, rack assembly, cable management & testing, custom image, app and OS loads & test, and hosted customer virtual machines & VPN access.

Field Services

Tech Data can efficiently and effectively execute global technology deployment service on your behalf. Our project management experience combined with our broad geographic footprint enables Tech Data to quickly organize and deploy highly

professional teams of qualified and experienced engineers and project managers throughout the world. Field services include multi-site deployment, data center moves, on-site multi-vendor maintenance, swing gear deployment, staff augmentation, and on-site decommissioning and data erasure.

Depot Services

Extending the useful lifecycle of IT equipment investments, maximizing value at end of product life, and preserving data integrity and privacy are among the goals of your customers as their assets enter an end-of-life phase. Who better to help offload these services than Tech Data? We are certified by both R2 and the Recycling Industry Operating Standard (RIOS), and every facility that completes data destruction services is

registered with the Environmental Protection Agency (EPA) in the state where it is located and is ISO 9001 QMS and ISO 14001 certified. Our depot services include end-of-life extension and management, secure data erasure, and responsible and compliant e-cycling.

Support Services

You can also trust Tech Data to provide the support services your customers need. In today's multi-vendor IT environment, unifying support under one roof isn't just critical, it's just about mandatory. Tech Data's Technical Assistance Center can take your support operations off your hands with a 24X7X365 infrastructure, staffed with OEM-certified experts. Our support services include Tier I, II, and III help desk support and network & desktop management services.



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

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