



**Why SYNNEX Field Services**

**Extra Mile Services**

**Software Services**

**Third-Party Warranty**

**Team Contacts**



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## Why SYNEX Field Services

THE DIFFERENCE >

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## Why SYNEX Field Services

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### Grow and expand your business and reach with SYNEX SERVICESolv Field Services.

Spend more time closing deals and less time dealing with time-consuming installations! Now you can partner with SYNEX Field Services to deliver your solutions to valuable end customers on time and ready to use. The Field Services program provides a consistent, focused approach to your technology deployments and ensures successful launches of new infrastructure.

- Ability to cover a national geographical region outside your current scope
- Experts with over 150 years of services experience
- Leverage engineers that specialize in one area of IT solution stack versus a generalist
- Non-competitive go-to-market approach, 100% partner friendly
- Project management included on every order
- Web-portal available to you
- Surveys, installs, warranties, and more!
- We represent YOUR company for these services
- Custom web portal that allows resellers and end users to view stats, schedules, and data for the project

To learn more about SERVICESolv Field Services, email us at [fieldservices@synnex.com](mailto:fieldservices@synnex.com). You can also visit our landing page at [synnexcorp.com/us/fieldservices](http://synnexcorp.com/us/fieldservices) for additional information.

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### Solutions

We offer managed, professional, and field services to support all phases of the IT lifecycle. This allows our partners to easily build or grow their existing services revenue, with minimal investment, through a non-competitive, vendor-agnostic approach.

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## Extra Mile Services

We offer in-field equipment installations in a wide range of environments, including retail, food service, schools, manufacturing, warehousing, and more!

Smart Hands >

Wireless site surveys and installations >

To learn more about the additional services we offer email [fieldservices@synnex.com](mailto:fieldservices@synnex.com) or visit us at [synnexcorp.com/us/fieldservices](http://synnexcorp.com/us/fieldservices)

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## Extra Mile Services

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### Smart Hands ✓

Smart Hands is a convenient way for your customers to obtain the services they need on time and in budget. With Smart Hands service, SYNNEX will provide skilled personnel to complete the installation to your customer's specifications.

SYNNEX Smart Hands service include:

- Unpacking boxes
- Installation and configuration
- Asset tagging
- Loading software
- Consultation
- Trash disposal and cleanup
- Plus much more – Smart Hands is customizable to your customers unique requirements

**Wireless site surveys and installations >**

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Smart Hands

Wireless site surveys  
and installations

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Smart Hands >

### Wireless site surveys and installations ✓

SYNNEX Field Services can help you determine the ideal AP placement and configuration. SYNNEX Field Service will provide WiFi coverage and wireless performance heatmaps for indoor and outdoor scenarios. SYNNEX Field Services will install Aps in specific locations alongside the end customer floor places.

SYNNEX Smart Hands service include:

- Heatmap on floorplans
- Installation recommendations
- Recommendations on cable runs
- Installation of APs, controllers, and cable runs
- Configuration of WLANs

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## Software Services

SYNNEX software services take the complexity out of software services and give your customers a seamless experience with a total solution.

SYNNEX software services include:

- Consultation
- Assessments
- Implementations
- Migrations
- Health Checks
- Training
- Cloud
- Security
- And much more!

SYNNEX CloudSo/v services >

Global knowledge IT and professional development training >

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SYNNEX CLOUDSo/v services

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### SYNNEX CloudSo/v services ✓

The cloud readiness assessment strategy:

- Utilizes the best cloud readiness tools and SYNNEX engineering resources
- Identifies opportunities for application migrations
- Evaluates how an application stack is deployed, the level of effort required to move it, and what impact moving to cloud will have on performance
- Understands cost and resource requirements for public and private clouds by comparing the cost of running applications in target cloud environments

**Global knowledge IT and professional development training >**

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## SYNNEX CloudSo/v services >

### Global knowledge IT and professional development training ✓

As a Global Knowledge Authorized Learning Partner, we are able to offer you training from the world's leading learning services and professional development solutions providers.

- Keep knowledge and skills current through high-quality, award-winning training
- More than 4,000 IT and business skills courses to choose from
- Train on the top brands such as Amazon Web Services, Cisco, IBM, Microsoft, Red Hat, SAP, VMware, and Google
- Train on in-demand topic areas such as project management, cybersecurity, and cloud
- Prepare for industry-recognized certifications
- Learn from real-world practitioners so you can quickly apply your new skills in your work environment
- Training convenience through flexible delivery formats, a robust training schedule, and classrooms across the United States
- Additional learning services such as curriculum planning, managed programs, skills gap analysis, and training customization

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## Third-Party Warranty Services

With SYNNEX third-party warranty services, we can offer multi-year, extended, accidental, labor only and labor plus parts. SYNNEX can customize the warranty solutions to fits your end customer's needs.

SYNNEX third-party warranty services include

- Multiple year options
- Certified repair or replacement
- \$0 deductibles
- Depot services and/or complimentary pick up and drop off
- Unlimited claims
- Annual refreshes
- Pre-scheduled tech visits for data center warranties
- And much more

**Cellairis bundle >**

**Datacenter server warranties >**

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### Cellairis bundle ✓

Cellairis bundle includes a slim and rugged case with tempered glass and a three-year, never-pay guarantee. The bundle can be used for tablets, laptops, phones, and Chromebooks.

Cellairis bundle includes:

- Slim rugged case
- Tempered glass screen protector
- 3-year unlimited claims warranty
- Simple and fast claim service

### Datacenter server warranties >

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### Cellairis bundle >

### Datacenter server warranties ✓

Datacenter server warranties include labor only and labor plus part options. SYNNEX can do NBD or pre-scheduled to work around the data centers.

SYNNEX datacenter server warranties include:

- Labor only
- Labor plus parts
- Inventory management of those parts
- Dedicated techs if required
- NBD, four hours, and schedule response times

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## Field Services Team Contacts:

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