

# Global Facilities



## Extend your footprint to better serve your customers

Connecting your customers with the power of technology requires resources, and that means scaling your business to expand your reach, capabilities and geographical footprint. But how can you accomplish that without adding additional overhead and cost? With strategically located state-of-the-art facilities built to handle the complete product lifecycle, Tech Data Global Lifecycle Management (GLM) is here to help you bring your customers everything they expect, and more.

Our product and customer lifecycle management services give you new ways to release capital from your business and dial your resources up or down based on your needs — we call it Capital on Tap™. This gives you more resources to invest in other areas of your business and the freedom to focus on the road ahead. And our capabilities at each purpose-built facility allow us to prepare, configure, repair and, when necessary, dispose of your customers' IT assets.



### Certified quality

GLM's facilities have earned multiple key industry certifications. Our expert engineers are OEM certified across numerous technologies, allowing them to tackle any platform, and our dedicated and skilled teams use quality controls and rigorous testing standards to ensure consistent quality, which has enabled error-free production yields of greater than 99.5 percent. We comply with all applicable local, state, federal and in-country laws to ensure your customers' data is protected every step of the process.



### Strategically located

Each of our facilities is strategically located to ensure ready access to major transportation hubs, which allows GLM to move equipment in from manufacturers and out to your customers quickly and efficiently. As an extension of your brand and team, we are agnostic, leveraging whichever distributor will best meet the unique needs of your partner community, eliminate unnecessary downtime and quickly ship your product to your customers — however, wherever and whenever they want it.

## Convenient, high-quality services and facilities

GLM adds over one million square feet of certified facilities to your available resources. Expand your reach instantly with a single service provider who can do it all:

### Engineering Lab

Bring your concept to life by working with our certified specialists to develop innovative solutions that meet or exceed customer requirements and expectations, assuring seamless integration with existing services and technologies.

### Integration Center

Ensure client devices, servers, multi-platform servers, storage, networking converged rack and hyperconverged solutions are properly integrated and shipped on time so they're ready to plug in and go upon arrival.

### Demo Center

Let customers test technology in our demo centers or their own ecosystem to make sure it's the right fit before they invest. Our facilities host technology and training to ensure customers are confident in their purchase.

### Logistics Center

Take advantage of our inventory management, delivery services and supply logistics, which save you time and money while reducing risk. Your products are securely transported and tracked, giving you full visibility every step of the way.

### Technical Assistance Center

Stay focused on your core expertise and increasing your quality of service with our OEM-certified multilingual support programs, which increase your customers' confidence in your products via expert insight and guidance.

### Training Center

Offer product training and educate your teams in our fully equipped, dynamic training centers across North America. Students participate in hands-on labs and benefit from interaction with classmates and a certified instructor.

### Repair Center

Easily send your malfunctioning equipment to us for repair, maintenance, refurbishment or other improvements at one of our many facilities located strategically and conveniently near major transportation hubs.

### Refurbishment Center

Refurbish computers, servers, storage devices and other hardware assets to the standard you define — including full recertification — thanks to our relationships with the world's largest IT manufacturers.

### Product Disposition Center

Offer your customers a secure, easy way to assure full preservation of data privacy by sending their end-of-life equipment to our product disposition center facilities, which meet all safety, environmental and compliance standards.

### Customer Management Center\*

Capture every opportunity™ to engage your customers with channel management, customer success and revenue retention solutions aligned to your needs. Our multilingual team manages global operations 24 hours a day.

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For more information, visit: [servicesbytechdata.com](https://servicesbytechdata.com)

\*European facility coming 2020