



# Elite Partner Program

## Cloud Support Services (CSS) from TD SYNnex

The accelerated adoption of cloud by businesses across all sectors has seen a corresponding rise in the requirement for cloud and on-premise support services. Customers urgently need support they can rely on, given unprecedented levels of remote working, along with huge growth in areas including online transactions and digital transformation initiatives.

The Elite Partner Program from TD SYNnex Cloud Support Services provides a critical support function that enables you to deliver key services to your customers while reinvesting your budget and headcount into new projects and technologies, as well as easily turning cloud support into a more strategic part of your business.

### TD SYNnex CSS Elite Support

Our Elite Partner Program has a granular and flexible offering for both you and your end customers, within a simplified pricing structure.

**Offer the complete support service tailored to match each end customer.**

- ➔ SLAs of 1/2/4/6 hours available
- ➔ Partner & End Customer incident ticket visibility
- ➔ 24/7 helpdesk access
- ➔ 24/7 incident management
- ➔ Premier Support for Partners Microsoft Escalation Path
- ➔ Coverage for Microsoft CSP Cloud, On-Premise, and Hybrid Cloud
- ➔ Flexible subscription pricing model
- ➔ Live chat, ticketing tool, and phone communication paths
- ➔ Multi-language accessibility, including all European languages for email and live chat
- ➔ Full catalogue access to Microsoft Proactive Services
- ➔ Customizable package options
- ➔ White label service available

Complimented further by a range of additional support modules and add-ons, the Elite Partner Program makes for the most comprehensive cloud services package you can offer your customers.

<https://cloud.tdsynnex.eu/our-difference/support/>



### Battlecard

## Why provide Cloud Support Services?

The shift to hybrid working inevitably means increased cloud working, with greater pressure on data centres, cloud, and hybrid cloud infrastructures.

Customer technology, especially unified communications, is spread much thinner than previously as a result. This spread is a key reason for the greater uptake in reliable support services, as customers seek to re-establish

Business workloads as quickly as possible in the event of issues.

By attaching Cloud Support Services to your existing cloud offering, you not only ensure the greatest possible uptime and availability for your customers' IT infrastructures, but you also establish yourself as a greater cloud authority, increasing the likelihood they'll continue to turn to you for further cloud business.

**Cloud Support Services**

## Services

### An unbeatable cloud formula

The Elite Partner Program for Cloud Support Services combines skills, services, and support to ensure you stay in control of your cloud strategy and ahead of your competitors.

Our unique approach is designed to rapidly and sustainably grow your cloud practice and help make Cloud Support Services a strategic part of your business.



**Make the most of your cloud portfolio by attaching expert Cloud Support Services from TD SYNnex.**

Fully customisable, enabling the greatest suitability of support to each of your end customers, the Elite Partner Program is available as a white label service, establishing your brand further as a trusted advisor on all things cloud.

To get started on your Elite Partner Program journey, and to discuss your options, contact your TD SYNnex sales representative today.



#### SKILLS

Our certified expert and highly skilled professionals help you to build and accelerate your cloud technology business quickly and affordably. We offer quality Sales, Marketing, and Technical enablement resources along with a simple, step-by-step path to making cloud a strategic part of your business.



#### SERVICES

Our solutions-focused services will help you adopt, position, and deliver cloud solutions faster and more effectively than ever before. From assessment and strategy, to cloud migration services and ongoing cloud infrastructure management, we can help you deliver the very best business outcomes for your customers throughout the sales lifecycle.



#### SUPPORT

Highly skilled technical experts are available to support you across the entire cloud journey, leaving your valuable, experienced resources to focus on making strategic business decisions. Leverage our expert plans to guarantee initial response times, prioritise resolutions and ensure maximum up time.

### Granularity • Flexibility • Simplicity

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