

Partner Success

## Multi-service approach delivers support at scale



### Strategic partners to complement and support in technologies which are no longer core or strategic

This European global service provider is streamlining its business and in this particular project required support for Broadcom technology with Advanced and Standard levels of support across multiple end customers. The service provider partner wanted to outsource support from Broadcom to core or strategic vendors for strategic accounts.

Westcon-Comstor's ability to provide a multi-faceted support offering enabled our partner to extend their own service capabilities



#### Challenge

The partner's customers have a mix of vendor support service level targets, with bespoke support requests related to the day-to-day operation.

Westcon-Comstor was tasked with providing a comprehensive support solution covering more than 180 devices and across 20 different customers.

Customer Success

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Westcon  Comstor



### Solution

We combined our key capabilities into a comprehensive solution to fulfil all of the partner's requirements:

#### Westcon Care

Flexible level 1 and 2 vendor support for every service level requirement

#### Westcon Assist

Day-to-day support designed to complement Westcon Care

#### Engineer to Site (ETS) Break Fix

Tailored service levels to ensure you have the right engineering skills where and when you need them

#### Service Delivery Management (SDM)

A dedicated single point of contact for the duration of your contract, so all your needs are taken care of



### Result

Our partner has maintained its customer base, extending the life of their devices with complementary support services and improved SLAs.

- Westcon-Comstor's ability to provide a multi-faceted support offering enabled our partner to extend their own service capabilities, giving them a competitive edge in the market place.
- The partner can now free up their own resources to focus on strategic vendors, providing better customer service and satisfaction.

#### Deal size:

approx. \$250K, with the option of expanding support agreements to other vendors.



Services