



# Technical Services

Extending Your Capabilities, Capacity and Coverage



Delivering Results Together  
powered by WestconGroup



## Why Westcon-Comstor Technical Services

The Westcon-Comstor Services Practice works with our vendor and solution provider partners to discover, develop and deliver opportunities that provide greater strategic insight, richer margin and longer-term customer engagements. Through our decades of experience and the unique in-house skillsets of our engineers and support desks, we expand your capabilities in developing comprehensive solutions for end customers worldwide.

With global resources, including more than 390 engineers with over 2,500 certifications and 10 NOC/SOC facilities, we are able to help solution providers extend their global opportunities. We offer a complete set of services to fulfill multi-vendor, multi-technology projects and can white label many of our services on your behalf, so your customers see you and only you as their trusted resource and partner.

Our Technical Services offering is represented by four pillars: **Support Services, Professional Services, Education Services and Supply Chain Services.**







## Support Services

### Nurture, Expand and Enhance

We lead technology distribution with unique technical support capabilities that enable solution providers to deliver **proactive support and monitoring capabilities** across multiple vendors and multiple technologies, so you can focus on your business, not your technology.

Our Support Center Services can also **expand your standard maintenance packages** to include how-to support and remedial training.

## Tailored Support Packages

### 24x7 and 12x5\* Hotline Support

You or your customer can report an incident or failure to the Westcon-Comstor Support Center any time of day, any day of the year. Our team will troubleshoot the issue and escalate to the vendor if needed.

*\*Operating hours in 12x5 are from 8 a.m. to 8 p.m.*

## Support Centers

Our 10 NOC/SOC facilities are spread across the globe, giving us the ability to proactively support and monitor your customers' products anytime, anywhere.



Chicago (24x7) - North America  
Mexico City (12x5) - Latin America  
Buenos Aires (24x7) - Latin America  
Sao Paulo (24x7) - Latin America  
Paris (12x5) - Europe  
Madrid (12x5) - Europe  
Berlin (24x7) - Europe  
Dubai (12x5) - Middle East & Africa  
Singapore (24x7) - Asia Pacific  
Auckland (12x5) - Asia Pacific



### On-site Support

A specialized Westcon-Comstor engineer will work with you at your customers' facilities to provide preventive support of a planned task, such as a deployment, or as emergency support.

### Device Monitoring

We proactively monitor your customers' devices 24x7, communicating potential failures before they reach an alarm situation.

### Service Monitoring

We can help you mitigate risk by proactively monitoring your customers' services, addressing issues before they happen.



## Professional Services

### Scope, Skill and Reach

Designed to complement your in-house skills and scope, our Professional Services provide **multiple levels of expertise**, enabling you to go to market with new products and solutions across new or multiple geographies in pursuit of maximized services revenue.

We offer a complete set of services to fulfill multi-vendor, multi-technology deployments, including analytical, advanced technical and engineering support.

#### Solution Design

We use the latest architecture standards, guidelines and site templates so our teams can provide you with the best solution designs possible.

#### Implementations

Our technical engineering team can either connect remotely or be on site at your customer's facility to execute physical or advanced implementations. Startup implementation can be during production-network hours, maintenance windows or out-of-office hours.

#### Consultancy

We deliver business process consultancy that addresses problem resolution, solution validation and best-solution advancement.

- **Resident Engineers** provide assistance in proactively improving the operational readiness of your customers' networks and staff.
- **Pre-sales Consultants** are fee-based and available to help you understand, test, judge and scope your customers' long-term plans.
- **Virtual Office Hotlines** cover all aspects of a project with pre- and post-sales teams answering everything from simple to complex solution design questions.

#### Migrations and Updates

We provide both on-site and remote translation of actual settings to newer versions or migration to new solutions with more advanced configurations.

#### INSPAN

INSPAN is our network of third-party partner organizations made up of traditional engineering companies that provide professional services and engineer-to-site SLA activities. This partnership gives the Westcon-Comstor Services Practice the capability to deliver with you in more than 100 countries globally. INSPAN manages multi-site, multi-country installations and implementations efficiently into "Business as Usual" (BAU) maintenance contracts, supported by our service management processes.



## Education Services

### Enabled Learning

Westcon–Comstor Education Services provide focused training, including **product launches, sales force development and channel enablement.**

Through the Westcon–Comstor Academy, you will find a comprehensive range of technical training programs, both certified and non-certified, that extend your knowledge base and expand your capabilities.

**Certified instructors**, with strong field experience, provide you with the best-practices advice you need to successfully implement or manage a specific solution.

**Dedicated labs** give every student full access to a proper training environment.

**Flexible and customized learning** adapts to your specific needs with courses delivered in a classroom or on site.

**Certification-ready training** prepares you for vendor certification, both in learning and practical preparation.

**Multi-lingual/multi-country availability** enables us to provide lessons in a variety of languages and in major locations around the globe.

Get started on advancing your opportunities with Westcon–Comstor Academy. Visit your country's Academy page for information on our classes and how to register.



## Supply Chain Services

### End-to-End Value

Westcon-Comstor Supply Chain Services provide you with **vital end-to-end solutions** worldwide. Our integration options are available in 26 logistics and stocking centers serving more than 190 countries.

With our Supply Chain Services you can offload system setup, testing and basic configurations for installations, instantly freeing up your staff to concentrate on more profitable work.

**Supply Chain Project Management** provides you and your customers with peace of mind through our expert handling and coordination of projects. Our global team of experienced, qualified and dedicated project managers will handle statements of work, bills of materials, "scope creep," delivery, pre-configuration, deployment, post-install testing and much more.

**Logistics Services** ensure your orders arrive when and where they are needed, handling local, regional and multi-national rollouts on your behalf.

**Integration Services** assure your customers are satisfied and protected during system setup, testing and basic configurations for installations.

#### This includes:

- Labeling features
- Component Assembly and Testing
- Software and Firmware Updates
- Configuration Services

**Reverse Logistics** help you simplify and manage your customer-returns process, reducing overhead and improving work flow.





## Why Westcon-Comstor

Westcon-Comstor is a value-added technology distributor of category-leading solutions in Security, Collaboration, Networking and Data Center. We are transforming the technology supply chain through our capabilities in Cloud, Services and Global Deployment. Through a unique physical and digital distribution network, Westcon-Comstor extends our partners' global reach while providing the local expertise needed to successfully navigate worldwide opportunities. We combine expert technical and market knowledge with industry-leading partner enablement programs. Our teams deliver results together through our unique engagement model and deep partner relationships.



# Office Locations



## Let Us Help

Contact our Technical Services team today to find out how we can help extend your capabilities, capacity and coverage, while you focus on success.

### Global Headquarters - USA

520 White Plains Road  
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[www.westconcomstor.com](http://www.westconcomstor.com)