
Cisco Meraki Services

Services are the new black

\$1.7 Trillion opportunity

The global services market is expected to grow significantly at an **8% CAGR** between now and 2028

Technology driven growth

Adoption of **cloud computing, security and data and AI** fuelling services growth

Shift to service

Product lifecycle services, partner delivered IP services and the resell of packaged services growing at a rate of **150-200%** compared to hardware

Larger budget share

IT Services to account for **51%** of Global IT Budget in 2024

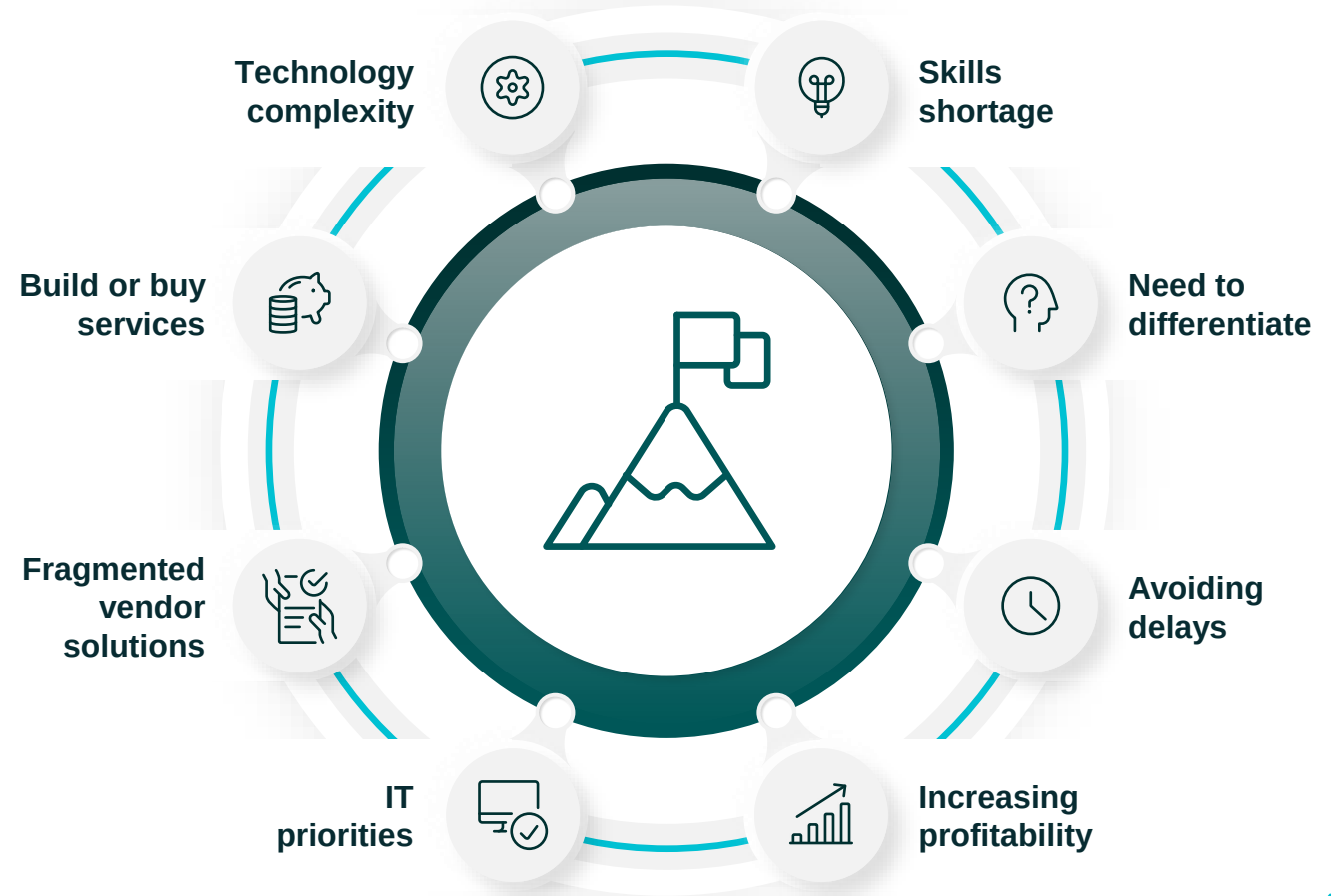


The challenges for our channel partners

How can I keep up with technology trends and complexity?

How do I extend my bench and optimize my resources?

How can I complement my portfolio without upfront investments?



Our mission

As the largest distributor and services provider, TD SYNnex is positioned to provide partners with a competitive edge in their market by helping them overcome barriers and grow their business.

No matter where you and your customers are located, TD SYNnex Services across the globe can expand your portfolio, technical capabilities, and reach, accelerating deals and delivering outcomes.



Deep expertise

Across technologies,
vendors & industries



Global reach

Ability to deliver in
all regions



Partner Ready

Easy to buy,
easy to sell

40+ years
of experience

20+ years
as a service provider

**We're here for
you, however
and whenever
you need us**



Teach me to do it

Training &
education

Learn your way

Choose from 6+ training
delivery methods

Upskill for success

Technical product, industry
certification, and more...



Help me to do it

Pre - Sales,
Design & Enablement

Configuration, solution
design and validation

Multi-vendor + technology
solutioning and enablement

Solution centers

Technology and vendor supported

200+ Demos and POCs
across vendors,
technologies and verticals



Do it with / for me

Services
augmentation

Professional services

Integration / Supply
chain services

Managed services

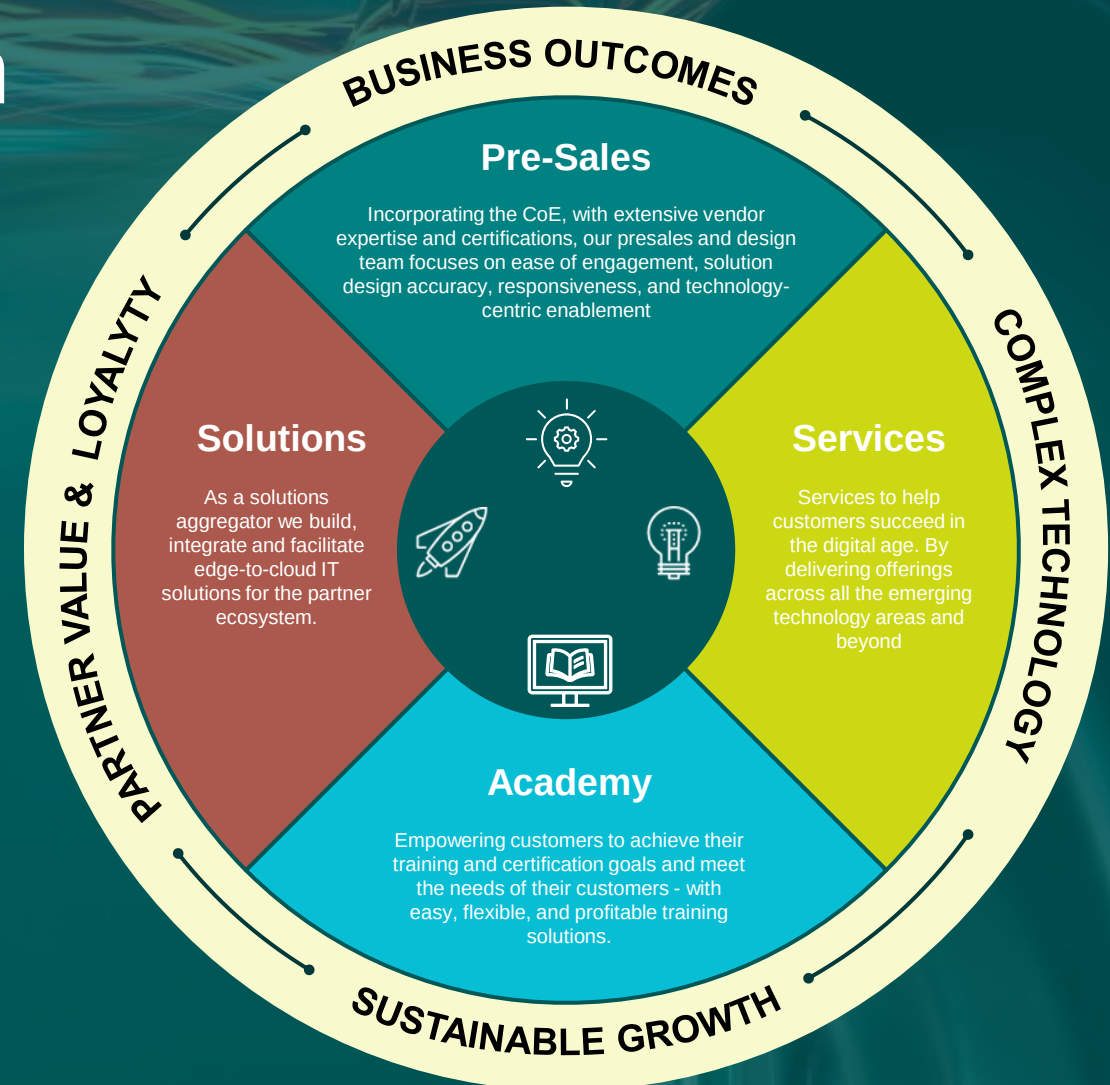
Support / Maintenance

Technology Acceleration

Purpose: To accelerate the **adoption**, **deployment** and **consumption** of our vendor's technology.

Approach: A team of 400+ dedicated professionals with deep **technical skills** and competence focussed on Pre-sales, Services, Training and Solutions.

Focus: Complex technology, simplified !
Delivering business outcomes and driving sustainable growth and **partner loyalty**.



Why leverage TD SYNnex services?



Augment your bench

Accomplish more, deliver faster and more effectively, and compete in larger business segments without expanding your full-time employee count



Expand your portfolio

Quickly enhance your capacity and capabilities by gaining instant access to services, resources and tools to fill in services gaps



Increase profitability

Elevate profit margins beyond traditional product sales by providing an additional layer of value to your customers.



Single source

Build greater efficiencies every step of the lifecycle process by consolidating your services under one trusted, proven, and experienced service provider

Our services model and offerings are purpose-built for the channel

Cisco Meraki Service Value Proposition

Mark Best

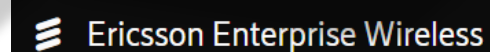
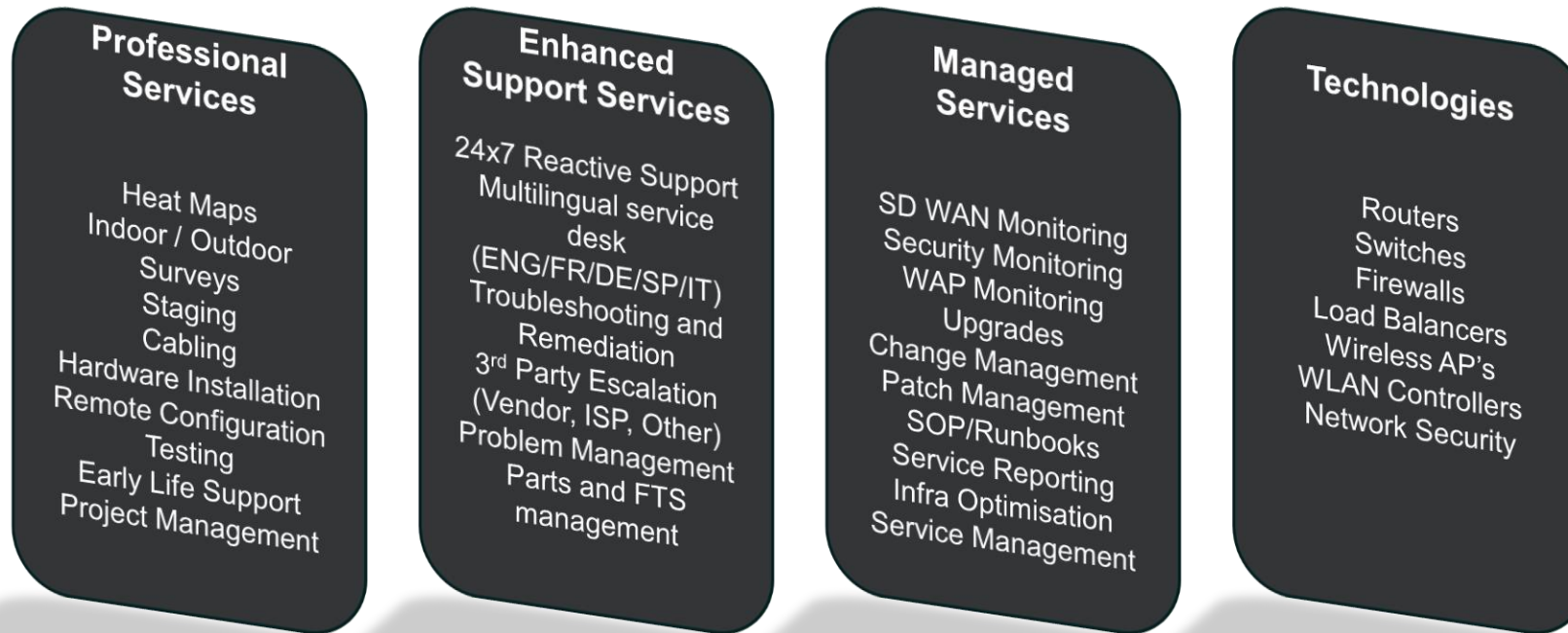


Advanced Services Network Capabilities



TD SYNnex

Services



Why TD SYNnex Advanced Services

TD SYNnex | **Services**

- Project and services pedigree
- 2500+ engineers globally
- Channel-friendly
- Streamlined engagement model
- Industrialised skills onboarding process
- Extensive line card;
 - including, but not limited to...

3000+
ENGINEERS

16
TIME ZONES

168+
COUNTRIES

24/7
SUPPORT
TEAM



SonicWALL

FORTINET

veeam

velocloud™

DELL EMC

Extreme

HITACHI
Inspire the Next

paloalto
networks



Lenovo

SOPHOS

Hewlett Packard
Enterprise

CISCO Meraki

IBM

vmware

Check Point
SOFTWARE TECHNOLOGIES LTD.



Symantec

CITRIX

ORACLE

JUNIPER
NETWORKS

NUTANIX

Revolutionising The Future Of IT For Business

RIO Multivendor Support

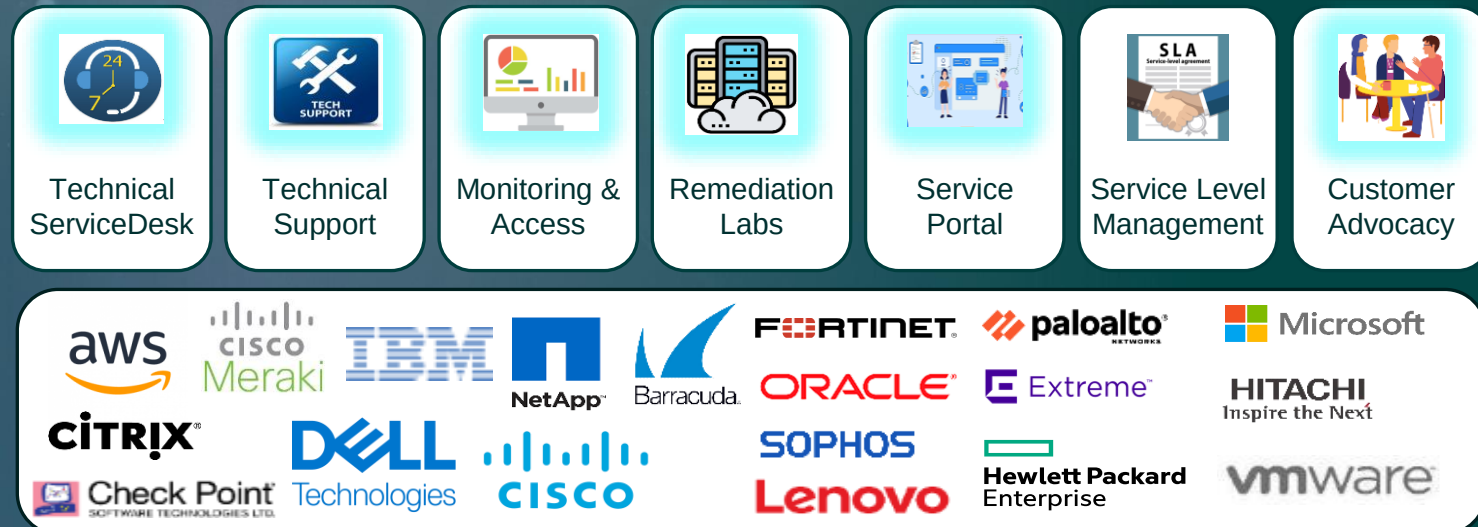
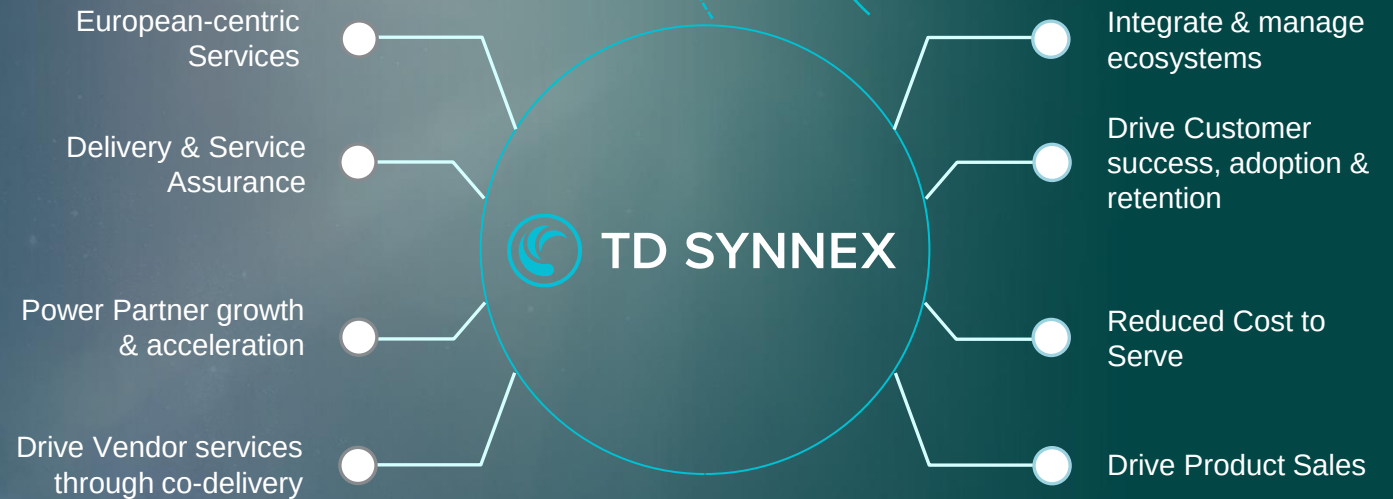
RIO Enhanced SLA

A 24x7 Remote Technical support offering.
First level incident only remediation of service impacting issues including management of cases referred to the Vendor*

RIO Managed SLA

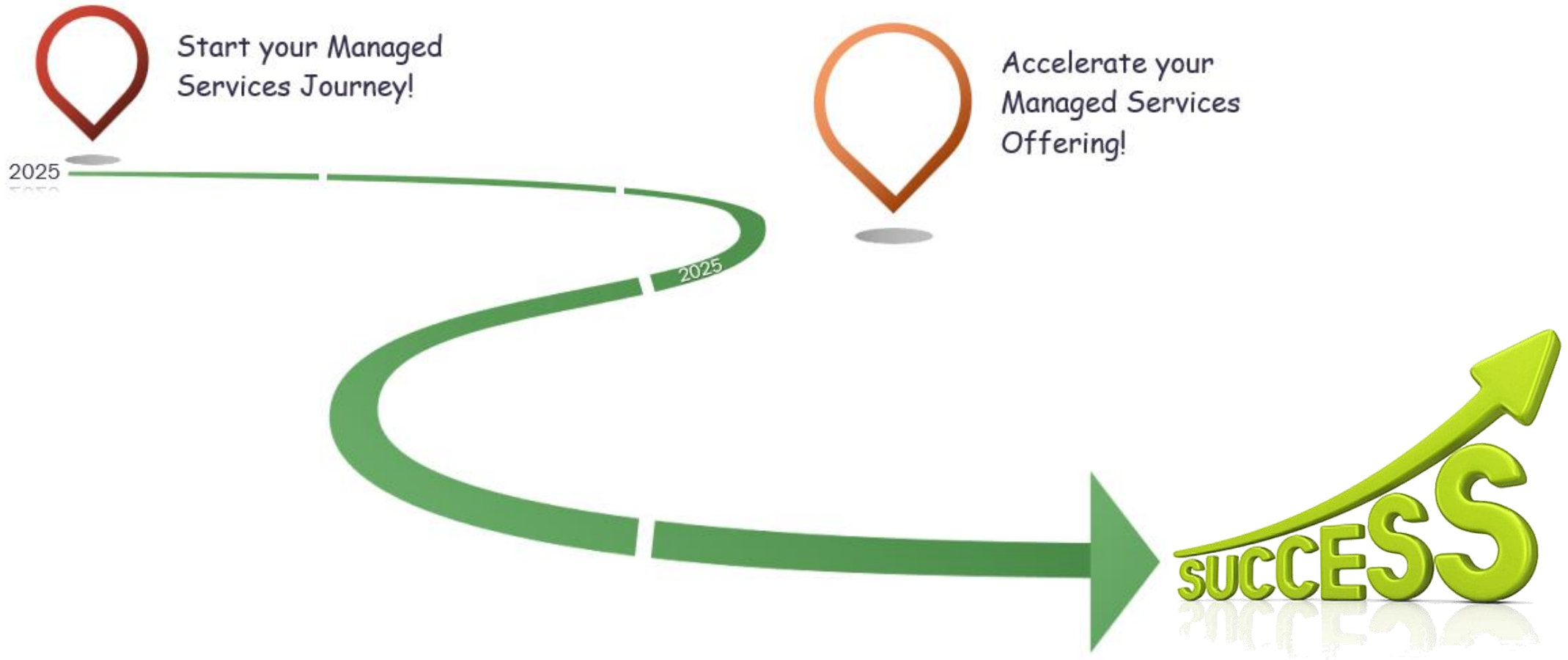
TechCARE Enhanced combined with services that allow TD SYNnex to comprehensively manage your infrastructure 24x7 on your behalf.

RIO delivers comprehensive 24x7 Support for your customers*



* Requires Vendor warranty backoff

Cisco Managed Services by TD SYNnex



Meraki Managed Services by TD SYNnex

➤ Jointly delivering to Customers:

SUPPORT
24x7 Single Point of Contact
Phone, Chat, Web, Email
Language Support (ENG, FR, DE, SP, IT)
Incident Triage
Incident Management
Vendor Support Escalation (3 rd party contract required)
ISP Support Escalation (3 rd party contract required)
Major Incident Management
Service Level Management
Problem Management
Maintenance Window
Onboarding
Service Delivery Management
RCA of Critical Issues

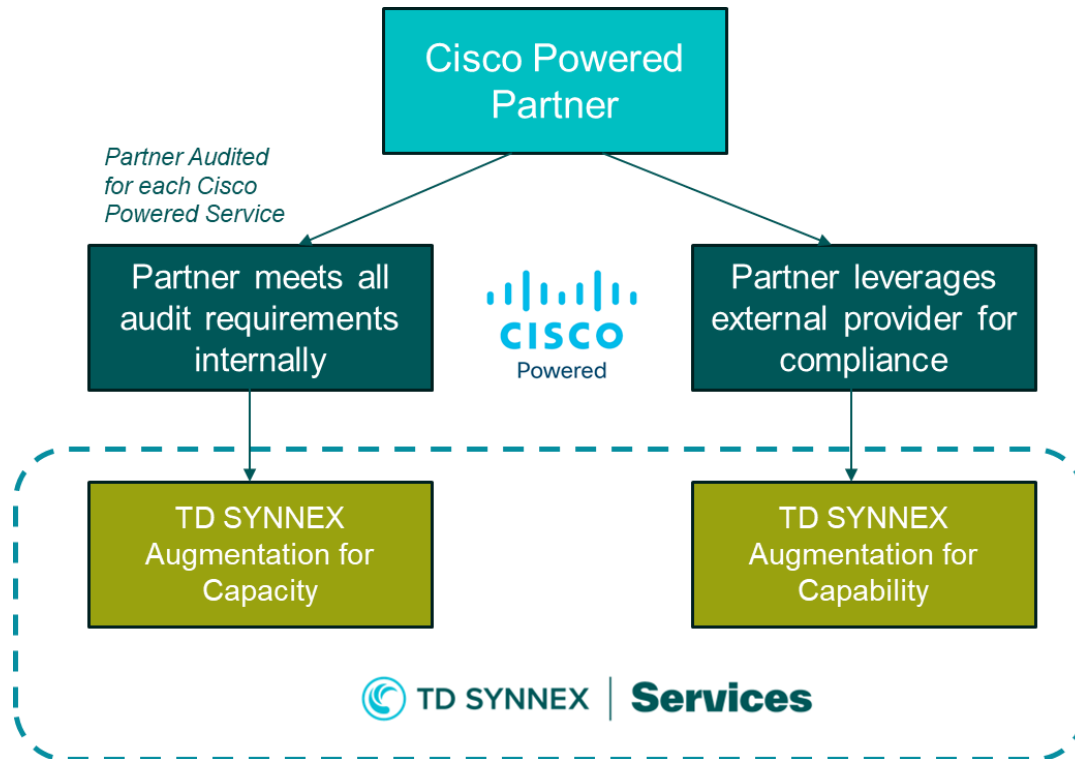
MONITORING (SD-WAN)
WAN Uptime Monitoring
WAN Traffic & Bandwidth Utilization
SD-WAN Path Performance
Latency and Jitter Monitoring
Application Performance
MONITORING (SECURITY)
Firewall Health and Status Monitoring
Intrusion Detection and Prevention (IDS/IPS)
Content Filtering and Security Policies
Threat Detection (Anti-Malware)
Traffic Shaping and Prioritization
Event Logs and Security Alerts
VPN Security & Status Monitor

UPGRADES
Firmware Updates Monitoring
Device Firmware Upgrades
Install, test and troubleshoot vendor's minor upgrades (including security and bug updates)
Install, test and troubleshoot vendor bug fixes when an issue is identified in a customer's environment

MAINTENANCE

REPORTING

TD SYNnex Cisco Powered Augmentation



Provider eligibility requirements

Select

Managed Services Practice

- Service level agreement (SLA)
- Marketing or Managed Services offer (website URL)
- Remote monitoring and management (RMM) tool or one of the following dashboards:
 - Meraki Dashboard
 - Umbrella MSSP Console
 - AMP Dashboard
 - Control Hub
 - AppDynamics
 - Thousand Eyes
 - Catalyst Center
 - DUO Dashboard

Investment in Cisco offers

- Minimum one Cisco technology based managed service
 - Enterprise Networking (EN)
 - Meraki
 - Security Splunk
 - Collaboration
 - Data Center
 - Observability Splunk

Premier

Managed Services Practice

- Processes/Tools:**
 - Network operations center (NOC)
 - Level 1 support
- Personnel:**
 - One ITIL Foundation certified (v3 or higher)
 - One Cisco managed services practice lead

Investment in Cisco offers

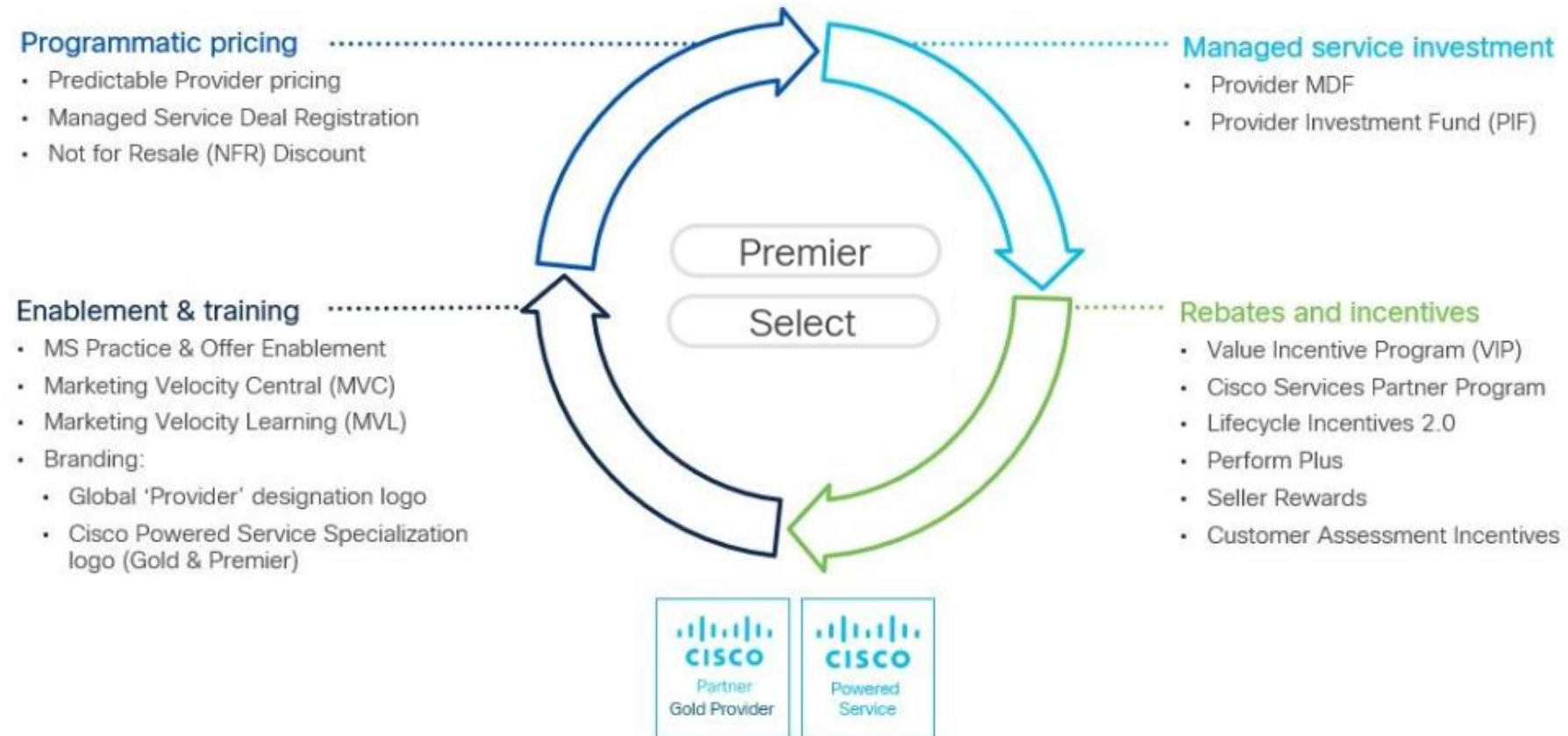
- Minimum one Cisco Powered Service

Cisco Validation

3rd party Validation

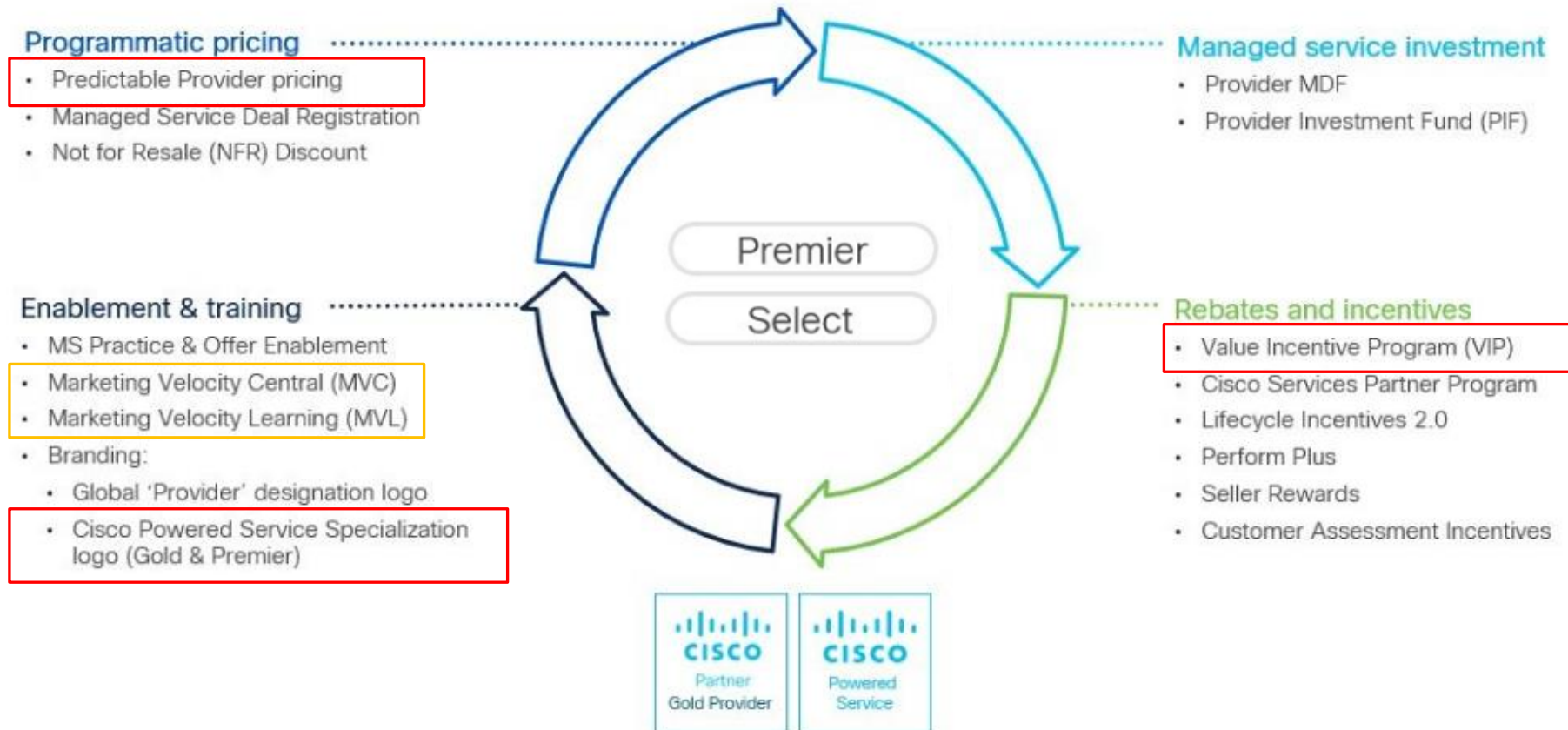
Accelerate your Cisco Powered Status via TD SYNnex Augmentation

Provider Program Benefits



Practice building, offer creation, sales acceleration, and go-to-market

Provider Program Benefits



Practice building, offer creation, sales acceleration, and go-to-market

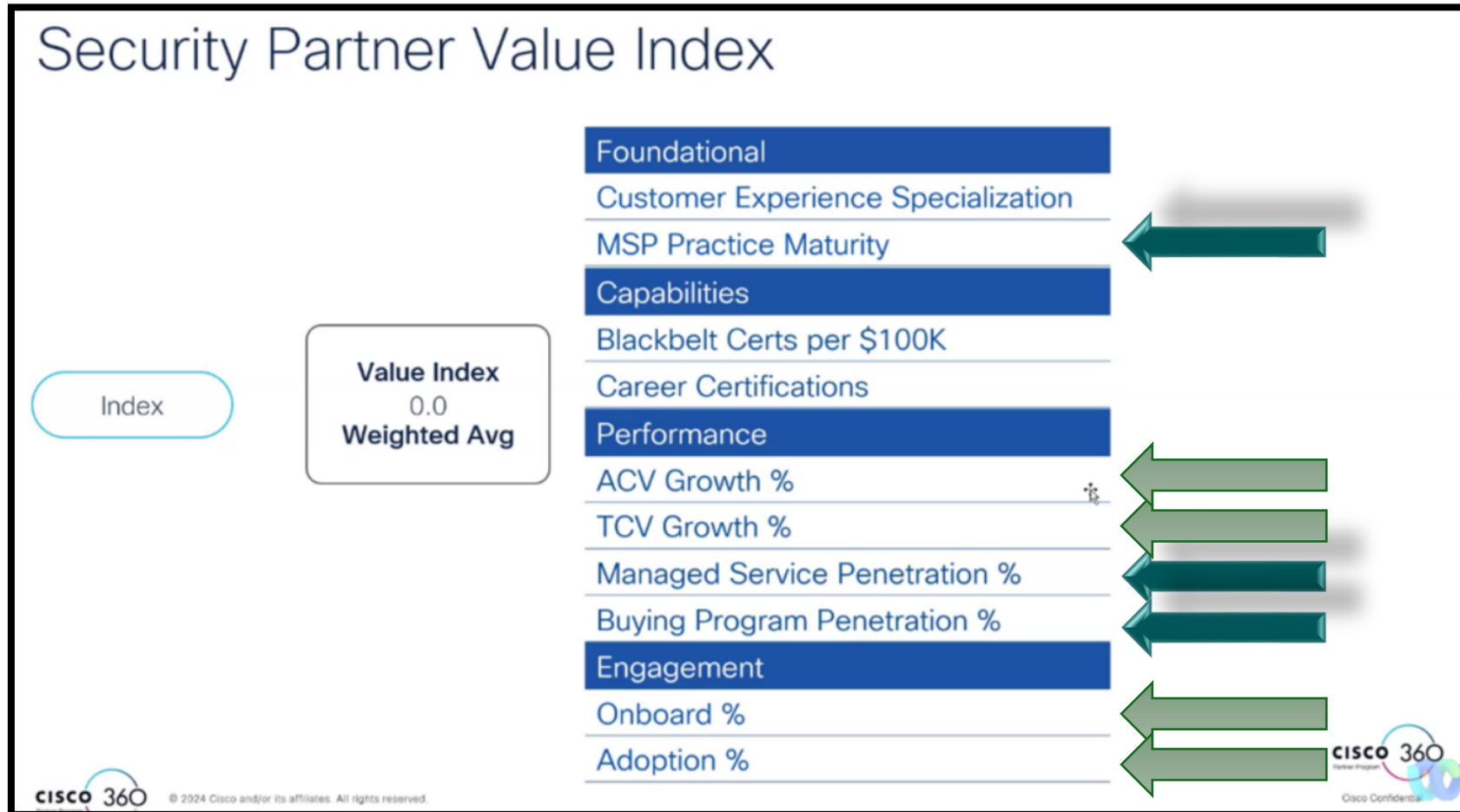
Premier Status CPS Acceleration: Typical Responsibilities

TD SYNnex	PARTNER
GTM support (e.g. Practice Builder)	GTM
Sales enablement support (training, collateral, presales)	Sales
Programme augmentation / delivery (via Glu)	Customer Success
Service Delivery	N/A
Monitoring & Management	N/A
ITSM (eg Ticket system)	N/A
Service Desk & Call Centre	N/A
Portal	N/A
SLA	Rebranding
Service Description	Rebranding
Operational Process Docs	Rebranding
Demos	Labs
ITIL Trained Resource (min 2)	ITIL Trained Resource (min 1 FTE)
N/A	Cisco Practice Lead (min 1 FTE)
Certified TSE's	Technical Certs (min 1 FTE)

Partner Enablement

- GTM Support
- Sales and Presales Training
- Operational onboarding support
- Sales Collateral
- Presales opportunity support

Managed Services: Key in the new Cisco 360 Partner Program



- Moving from traditional tiered program to a point-based program (Cisco 360, FY26)
- Managed Services will be a key area to achieve the 5 points needed to receive rebates from Cisco and the 7,5 points needed to become Preferred Partner*

* Only 2 Partner levels in the new Partner Program Cisco 360, Partner and Preferred Partner

Please contact your local TD SYNnex-
CISCO representative and start or accelerate
your Cisco managed services TODAY!!

Telefono: 02.98495.173

Email: it.cisco@tdsynnex.com