Confirmed Stateside Support

U.S. Citizen — Soil Support

TD SYNNEX Public Sector's Confirmed Stateside Support (CSS) is an unrivaled support advantage that delivers U.S.-citizen, U.S.-soil, ITAR compliant technical support, 24x7x365. The CSS offering is housed in the TD SYNNEX Public Sector Operations Center, a state-of-the-art secure facility in TD SYNNEX Public Sector's Northern Virginia head-quarters. Established in 2005, the TD SYNNEX Public Sector Opera-tion Center is the epicenter for multiple vendor support programs and cloud/managed services offerings tailored towards government agen-cies mission and technical requirements. The offering is registered with the U.S. State Department for ITAR compliance (PDTC# M38838).

Who Needs TD SYNNEX Public Sector's CSS Offering?

The TD SYNNEX Public Sector CSS offering is uniquely structured to meet the specific requirements of the public sector IT market. Custom-ers meeting any of the following criteria should consider TD SYNNEX Public Sector's CSS offering for their technology support needs:

- Support a government agency with sensitive data sets
- Requirement to adhere to government regulatory guidelines such as HIPAA, ITAR, FISMA, etc.
- Agency guidelines not allowing datasets/logs to be sent overseas
- Other Federal/State regulations directed to specific agencies data safety requirements

TD SYNNEX Public Sector CSS at a Glance

- Support calls answered by a live person on U.S. soil (i.e. no phone prompts or wait times)
- Industry Leading Service Levels (24x7x365 is TD SYNNEX Public Sector's standard SLA and support offering)
- Single phone number for all services and product impact alerts
- Monitoring of all service activity
- Specialized reporting and analysis
- Discounted pricing for support, training, consulting services, and additional OEM products

Clients Who Have Leveraged TD SYNNEX Public Sector's CSS*

aws McAfee™ Microsoft Azure NetApp® POLYVERSE Symantec. VERITAS™

* *Some companies cannot be publicly named due to NDA agreements*

For More Information:

Visit CSS page: www.dlt.com/css
Visit TD SYNNEX Public Sector website: www.tdsynnex.com/na/us/td-synnex-public-sector/
For Questions, Email: css@dlt.com

TD SYNNEX PUBLIC SECTOR QUALIFICATIONS

Major Contract Vehicles

- GSA IT Schedule 70
- NASA SEWP V
- CIO-CS
- DoD ESI Contracts
- Agency-Specific Contracts (BPA, ELA, & IDIQs)
- OMNIA Partners
- NASPO ValuePoint
- TIPS
- NCPA
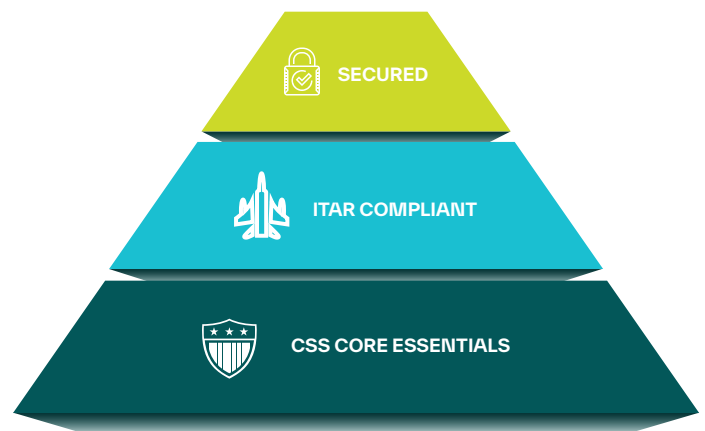- Internet 2

Distinctions and Awards

- AWS Audited and Certified Managed Services Partner
- AWS Premier Consulting Partner
- AWS Public Sector Partner
- NetApp Authorized Service Partner
- NetApp Platinum Partner
- Red Hat Certified Cloud and Services Provider Partner
- Red Hat Public Sector Partner of the Year
- Veritas Partner of the Year
- Veritas Platinum Partner
- Veritas Technical Services Partner Program & Consulting Partner

Additional Information

In this public sector offering, TD SYNNEX Public Sector engineers provide Level 1/Level 2 (L1/L2) certified technical support, have access to the OEM's Level 3 engineers for priority escalations, and maintain ownership of case data and log to ensure U.S.-soil stateside data containment.

The TD SYNNEX Public Sector Engineering staff works on more than 5,000+ cases a year, with an average customer satisfaction rating of over 98%.

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SECURED

ITAR COMPLIANT

CSS CORE ESSENTIALS

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