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 headquarters. Established in 2005, the TD SYNNEX Public Sector Operations Center is the epicenter for multiple vendor support programs and cloud/managed services offerings tailored towards government agencies 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. Customers 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

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

* Some companies cannot be publicly named due to NDA agreements

For More Information:

Visit CSS page: [www.dlt.com/css](http://www.dlt.com/css)
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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