

TD SYNnex Simplifies Partner Managed Networking

TD SYNnex Managed Service Provider as a Service (MSPaaS) provides a comprehensive solution designed to optimize, augment, and accelerate your managed service practice including Cisco Meraki devices. In today's dynamic business landscape, efficient device management is crucial, and our Managed Services offers are tailored to provide a cost-effective and hassle-free approach to meeting your needs.

With TD SYNnex's expertise, you can confidently entrust us with the responsibility of maintaining optimal up times for each of your Cisco Meraki devices. Our team of seasoned professionals is committed to ensuring your devices operate seamlessly and reliably, allowing you to focus on your core business activities.

Remember, to fully leverage the benefits of our Managed Services, each of your Cisco Meraki devices must be equipped with a valid Meraki license. This essential component enables us to efficiently monitor, upgrade, and maintain your Cisco solution, ensuring its longevity and optimal performance.

Key Features of TD SYNnex Cisco Managed Services:

- 1 Incident Management** – We will serve as the single point of contact to proactively identify, isolate, and resolve the ongoing incident as well as assist the customer in Meraki hardware troubleshooting.
- 2 Fault Monitoring** - Our dedicated technical experts will monitor the customer's Meraki network devices in real time to detect anomalies such as equipment or facilities failures, loss of connectivity and state changes.
- 3 Firmware/Patch Management** - We will conduct Firmware/Patch Management upon release of stable version from Meraki during specified upgrade window.
- 4 Change Management** – With an authorized change approval, our team can perform routine configuration changes as well as track the workflow for all change management tasks. We require 24 hours' notice of a written change order and will not accept anything verbally.
- 5 Performance Reporting** – Our team will provide secure access to weekly and monthly reports via its web portal.
- 6 Inventory Management** – Through our proactive management processes we will keep the inventory of both hardware and license current for the duration of the contract.
- 7 Device Backup** - Our team of experts will restore the device configuration that was present on your managed devices before any hardware change in an event when the hardware is either replaced or upgraded.

To support you in realizing the full potential of your opportunity, TD SYNnex Capital offers comprehensive financing for the entire venture, covering hardware, licenses, and TD SYNnex's managed services. Our flexible MSP financing option allows you to pay on a monthly basis, aligning seamlessly with your business model and effectively easing the burden of upfront costs.

For more information, please reach out to Molarvie Rom, TD SYNnex Product Business Manager, Cisco Managed Service Provider, at molarvie.rom@tdsynnex.com.