

# TD SYNnex Cisco Engineering Quickstart Guide Menu

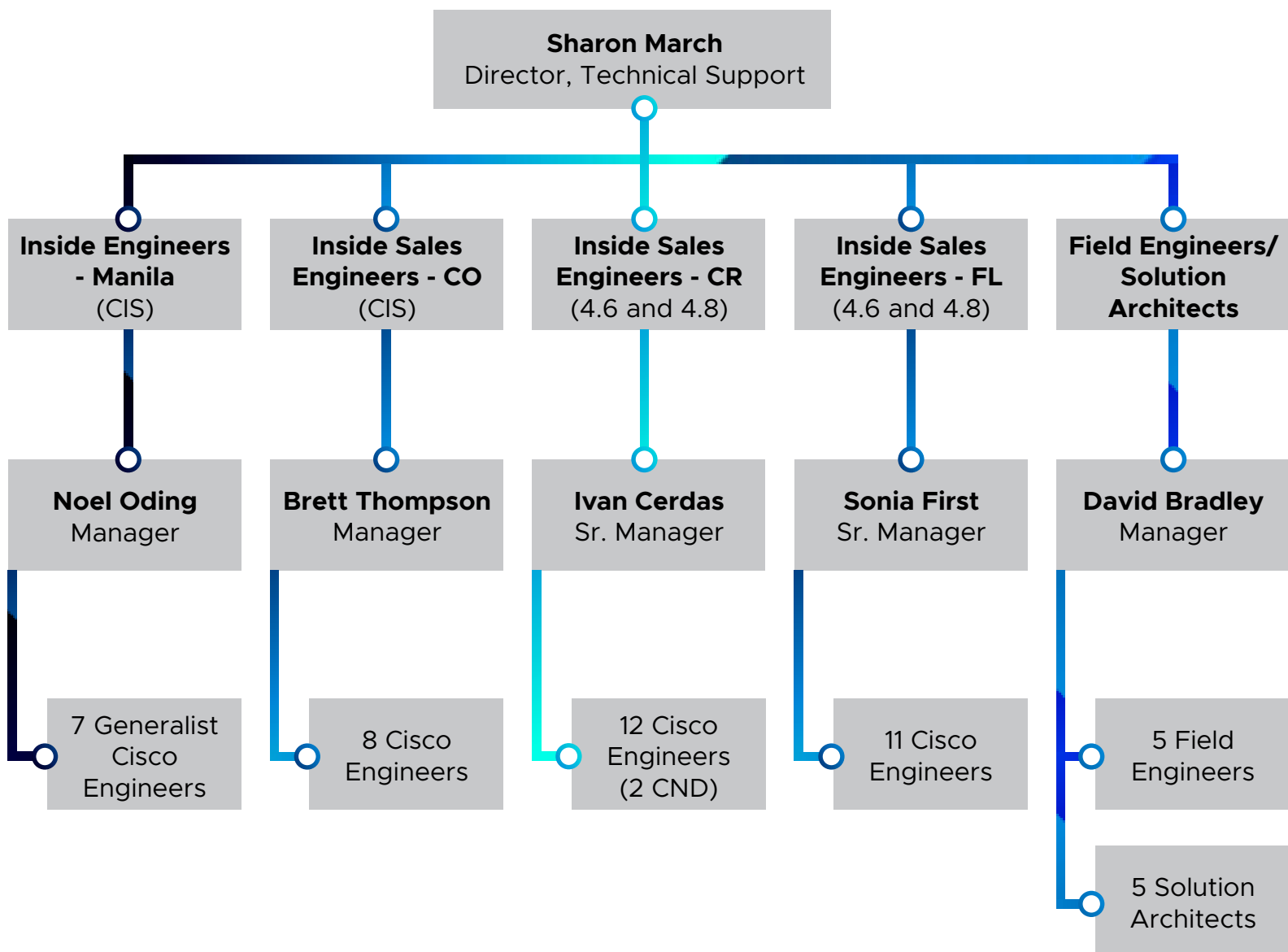
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## Mission Statement

Be the de-facto distribution Cisco  
presales technical resource for sales,  
partners and Cisco.

## Meet the Team



## Who Do I Engage? When?

### TSE/SE Team

What do I buy?

- Inside pre-sales technical resource
- Extension of Cisco design bench services
- Help create and validate
- Cisco BoMs in CCW
- Minimum CCNA level in each Cisco's major architectures
- dCloud demos
- Wireless Assessments

### FSE/FSA Team

Why do I care?

- Territory aligned, field based pre-sales technical resource
- Leverage to build/solidify Cisco practice
- Onsite or virtual calls with customers
- Customized trainings including technical deep dives and product updates
- Product demos and Cisco tool navigation assistance
- Technical liaison between partner and Cisco

### SA Team

What can I do?

- Solution/architecture aligned, nationwide pre-sales technical resource
- Leverage to expand Cisco solution offering with complimentary vendors
- Onsite or virtual calls with customers
- Technical liaison between partner and Cisco and other areas of TD SYNnex

## Field-Based Solution Architect Map

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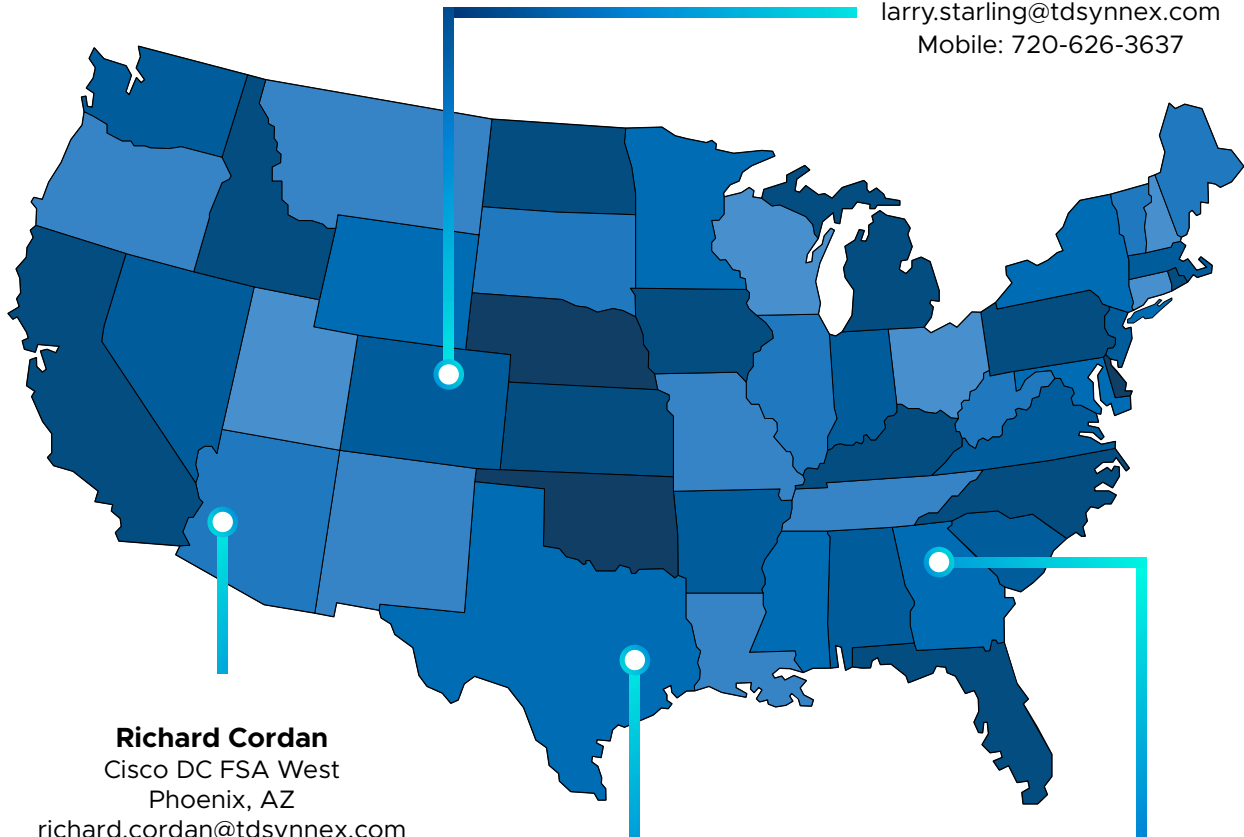
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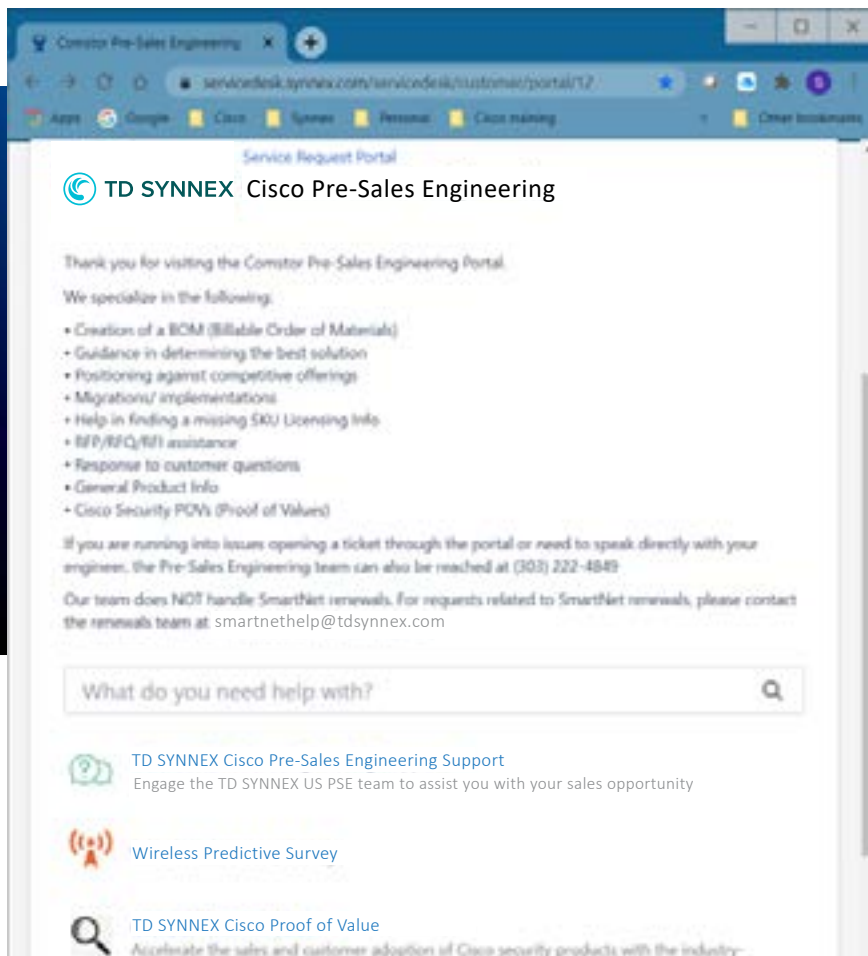
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## How to Engage Pre-Sales Inside Engineering Team

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- Log a ticket
  - ECEXpress or CIS Service Request Portal → TD SYNnex Cisco Pre-Sales Engineering
  - Select Pre-Sales Engineering Support for BoM/Cisco Design assistance
  - Select Wireless Predictive Survey for Wireless Assessment and BoM

## How to Engage Pre-Sales Inside Engineering Team

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The TD SYNnex/CISCO SE team handles requests via phone and email. Customers can reach the team through the following options:

Phone: 1-800-237-8931 Ext. 5545103 Option 1

Email : 1Tier, 2TAttack/Develop Accounts  
Secisco@tdsynnex.com

Email (2T DAP - according to the partner's location):

CiscoCentral@tdsynnex.com

CiscoMidAtlantic@tdsynnex.com

CiscoNortheast@tdsynnex.com

CiscoSouth@tdsynnex.com

CiscoWest@tdsynnex.com