

TD SYNnex Cisco Pre-Sales Engineering Partner Services

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TD SYNEX Cisco Engineering Team Mission

TD SYNEX Cisco Engineering Team operates on the timeless principles of “customer service” and “cooperation”. Our intention is to enrich and augment our partners’ services by bringing together tools and subject matter experts across disciplines, platforms and vendors to empower our partners for long-term business growth and profitability.

Cisco Engineering North Star



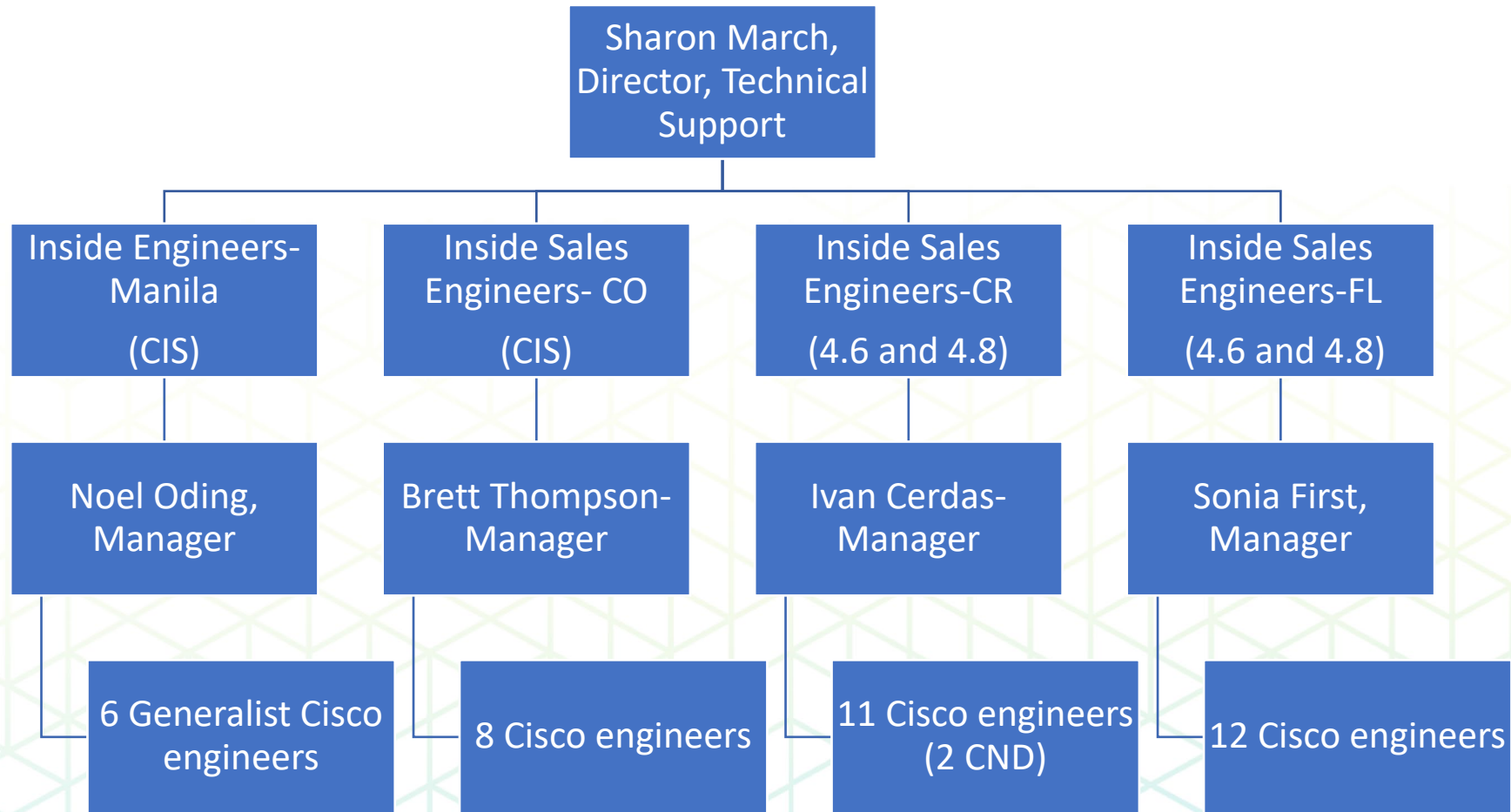
- Be the de-facto distribution Cisco presales technical resource for sales, partners and Cisco
 - Educate
 - Advocate

TD SYNnex Engineering team



But we'll need a PO, please

Meet Your TD SYNEX Cisco Engineering Team



Solution Architects

9

System Engineers

38

Combined Experienced

350+

CCIE's

3

Cisco Certs

100+

DEEP AND BROAD SKILLS ACCELERATE YOUR SUCCESS

9

Enterprise Networks

12

Security

12

Datacenter

9

Collaboration

5

IoT

TDSYNNEX Engineering Teams

TSE/Systems Engineers:

What should I buy?



- ☐ Inside pre-sales technical resource
- ☐ Extension of Cisco design bench services
- ☐ Create and validate Cisco BoMs in CCW
- ☐ Minimum CCNA level, EN foundation across the team
- ☐ dCloud demos
- ☐ Wireless Assessments

Field SE/Sol Architect:

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

Solutions Architect:

What can I do?



- ☐ Solution, architecture aligned, nationwide pre-sales technical resource
- ☐ Leverage to expand Cisco solution offering with complimentary vendors
- ☐ Provide demonstrations and feature walkthrough of Cisco products
- ☐ Provide competitive offerings and comparisons
- ☐ Onsite or virtual calls with customers
- ☐ Technical liaison between partner and Cisco and other areas of TD SYNEX

Specializations in all Cisco architectures

What Partners can Expect

The TD SYNnex Cisco Pre-Sales Engineering team supports partners in closing more Cisco opportunities by:



Delivering quick turnaround for configurations and accurate BOMs



Providing extensive, technical, engineering expertise and insight across all architectures

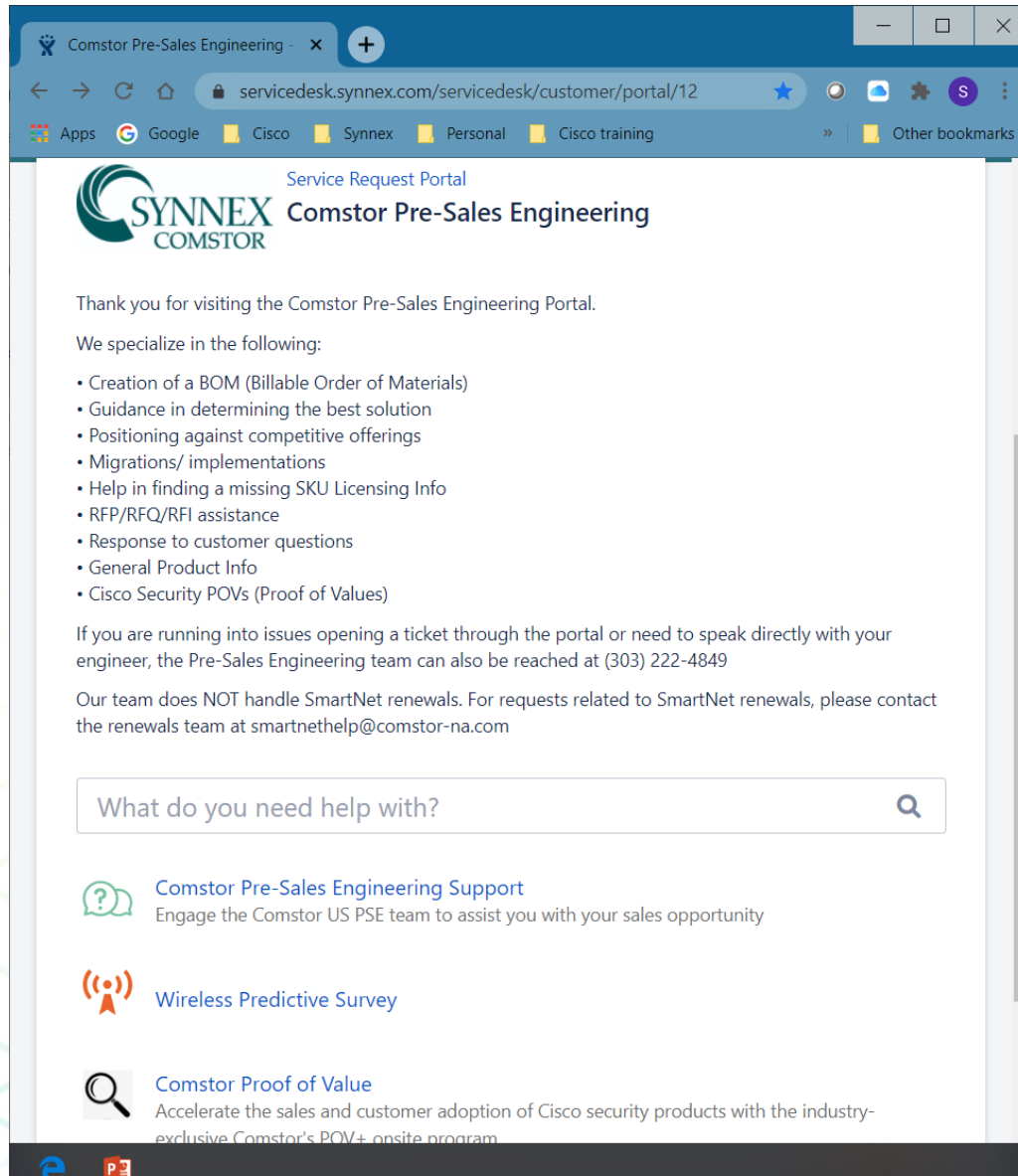


Acting as an extension of the technical team – allowing them to scale and increase value



Being flexible, agile, accurate and always available

How to engage TSE Team-Preferred Method



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

Cisco Field Engineering Map

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Coming attractions



- Unified tracking systems
- Software skillset expansion
- **Action item-give us first right of refusal**

Thank you Questions?

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