

ENSURED EFFECTIVE PRODUCT DELIVERY FOR THE WORLD'S LARGEST TECHNOLOGY DISTRIBUTOR

About the Client

World's largest distributor
of IT products and services

Among the top-ranking
Fortune 500 companies

Offers complete product lines
in software, networking and communications,
mass storage, and peripherals and
computer systems

Has **125,000+ customers**
in **100+ countries** with **1,000+**
leading vendors

Has distributed 75,000+ products
and offers extensive pre-sales
and post-sales training, service, and support

Business Needs

Enhance product
lines and
improve product
experience

Expedite
resolution time
pertaining to
product features
and
functionalities

Relay information
to stakeholders
instantly about newly
added product
functionalities

Solutions



Collaborated and strategized with the business and engineering teams for product issues and enhancements



Supported in business plan development



Tracked and resolved product issues through the ticketing system and preventive actions



Scheduled training sessions, attended meetings, and suggested recommendations for product betterment



Prepped for new product releases and events

Technology Stack



Business Impact



Improved product
quality, product
experience, and
customer
experience



Accelerated issue
resolution and
quicken bug fixes



Updated and
informed stakeholders
on newly added
product
functionalities

Cybage Support Services



ITeS & BPO



Technical
Support



Remote Infrastructure
Management (RIM)



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business@cybage.com | [Explore More](#)

