

About the Client

World's largest distributor

of IT products and services

Offers complete product lines

in software, networking and communications, mass storage, and peripherals and computer systems

Among the top-ranking

Fortune 500 companies

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



and preventive actions

Scheduled training sessions, attended meetings, and suggested

Tracked and resolved product issues through the ticketing system



recommendations for product betterment



Prepped for new product releases and events

Technology Stack



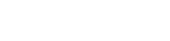






freshdesk









Business Impact







Cybage Support Services









Management (RIM)

Infranetic

Crafting product solutions par excellence





