



Tech Data's Advanced Infrastructure Solutions Division Launches Case Management System for HP CTO Server and Storage Opportunities

We are pleased to communicate that earlier this year, Tech Data implemented a new case management approach to managing HP Server and Storage Configure to Order (CTO) requests. During the initial implementation, your Tech Data Sales team entered your requests into i-Sight, the case management tool, on your behalf. Tech Data customers would have likely received updates as their requests were reviewed and activities completed.

What do resellers need to do?

For now the only change you need to make is to send your requests to your Tech Data sales team – the same team that you conduct all your other business with. They will enter your requests into i-Sight on your behalf. We'll communicate more information in the coming weeks as we implement additional features and capabilities that will allow you to enter your own requests through our website and review your open requests.

What about NMSO requests and orders?

HP NMSO requests for servers and storage products, including all CTO, custom BTO and Enterprise Storage requests will be managed through i-Sight. Introducing case management is a key part of our plan to ensure a high level of service for resellers.

What about requests and questions on BTO products and programs?

Please continue to send those requests to your Tech Data Sales team. We are also rolling out some improved internal tools for BTO products to ensure Tech Data remains your distributor of choice for HP BTO servers and commercial storage products.

Will I be able to enter my requests directly into i-Sight?

We are planning a beta rollout in the second half of March for resellers allowing them to enter their requests directly. The entry screen is fairly intuitive and as easy to grasp as email. If you have any difficulties, please contact your sales team or Michael Gagne, HP Field Sales Specialist, for assistance. (Michael.Gagne@techdata.ca)

What about emails to the existing email address?

If you not comfortable or not able to submit requests directly into the i-Sight tool please forward your requests directly to your Tech Data sales team and they will assist you.

What will communications look like? Can I respond to them?

There will be two types of communications. The first will be the receipt notification email you receive when your case has been submitted; this is not an email you can respond to. There will also be communication emails, some of which may contain requests for additional details or clarifications. If you reply to these emails, without changing the subject heading, your response will be attached to the case and the internal case owner at Tech Data will be notified of your communication.

Can I follow the progress of my requests in i-Sight?

Resellers will be able to track the progress of requests and orders through a link on www.techdata.ca. This is one of the key benefits, for resellers, of implementing the case management system.

How can I get more information?

If you'd like more information or if at anytime you have questions or concerns about the HP CTO, HP NMSO CTO or HP Enterprise Storage processes at Tech Data please do not hesitate to contact your Tech Data Sales team or Michael Gagne our HP Field Sales Specialist. (Michael.Gagne@techdata.ca)