Cloud Advantage Program

Elevate Your Campus with Cloud Excellence

The TD SYNNEX Public Sector Cloud Advantage Program is designed to empower higher education institutions with streamlined cloud services and enhanced support. By joining this exclusive program, your institution gains access to a vast network of specialized AWS partners, offering tailored solutions that address the unique needs of the academic environment. Whether you're looking to optimize your cloud infrastructure, enhance your billing and invoicing processes, or access local, in-person support, this program provides everything you need to succeed in the digital age.

Why Join the Cloud Advantage Program?

In today's rapidly evolving educational landscape, the need for reliable, efficient, and scalable cloud solutions has never been greater. The TD SYNNEX Public Sector Cloud Advantage Program is your institution's gateway to:

- **Streamlined Customer Support:** We've reimagined our support model to provide you with faster, more responsive assistance. Our local partners are located close to your institution, offering the convenience of in-person training, personalized consultations, and immediate support.

- **Cost-Effective Solutions:** Take advantage of significant savings with AWS-approved support offerings delivered by TD SYNNEX Public Sector. Our program is designed to optimize your budget while maintaining the highest quality of service.

- **Tailored Expertise:** With continued oversight by the TD SYNNEX Public Sector team, you'll receive support that's aligned with your institution's specific goals and the terms of the I2 contract. Our partners are geographically close to you, allowing for enhanced collaboration and on-site engagement.

As part of the program, your services now extend to include access to the TD SYNNEX ServiceSolv team, helping to fill any IT gaps across your institution. In addition to cloud managed services, we provide cloud assessments, wireless network installations, cybersecurity solutions, and digital signage setups. Our team also offers software configuration and PC/laptop setup, ensuring seamless integration of both hardware and software to support your campus's evolving needs.

Benefits of the Program

- **Enhanced Support Ecosystem:** Gain an additional layer of pre-sales, billing, invoicing, and post-sales support through TD SYNNEX Public Sector's extensive partner network.

- **Cost Savings:** Access AWS-approved support offerings at a fraction of the cost compared to traditional AWS support.

- **Margin Enhancements:** Benefit from improved financial margins, giving you more resources to invest in your institution's growth.

- **Compliance Assurance:** Authorized agents maintain consistency and compliance by operating under the terms and conditions of the I2 contract, with TD SYNNEX Public Sector providing ongoing oversight.

Who Are the Agents?

Our program connects you with a robust ecosystem of specialized AWS-authorized public sector resellers, all aligned with TD SYNNEX Public Sector. These agents:

Expert Support:
Provide expert pre-sales consultations and services, either independently or with the assistance of TD SYNNEX Public Sector.

Executive Sponsorship:
Feature executive sponsors at each reseller to ensure your needs are prioritized.

Experienced Account Management:
Establish and maintain a team of sales executives with deep knowledge of AWS offerings and account management expertise.

Local Presence:
Operate within a reasonable geographic proximity to your institution, allowing for easy access to support and collaboration.

What Changes?

- **Direct Engagement:** Your institution will receive quotes and place purchase orders directly with the designated agent.

- **Simplified Invoicing:** Invoices will come directly from the agent, streamlining your financial processes.

FAQ

Q: **What is the TD SYNNEX Public Sector Cloud Advantage Program?**
A: The Cloud Advantage Program is an initiative designed to enhance cloud support and services for higher education institutions. It connects you with AWS-authorized public sector resellers who provide tailored solutions, in-person support, and significant cost savings.

Q: **How will this program benefit my institution?**
A: The program offers streamlined customer support, cost-effective AWS-approved services, and local, personalized assistance from our partner network. Your institution will benefit from improved financial margins and enhanced cloud services, all while maintaining compliance with the I2 contract.

Q: **Who are the AWS partners involved in this program?**
A: The program includes a diverse network of AWS-authorized public sector resellers, all strategically aligned with TD SYNNEX Public Sector. These partners are highly qualified, with proven expertise and advanced AWS credentials, ensuring they are fully equipped to meet your institution's unique needs.

Q: **How much do these services cost?**
A: The cost of our services varies depending on the specific needs of your institution. Some services are included as part of the program, while others are available on a fee basis. To get detailed pricing information and discuss which services best fit your requirements, we recommend reaching out to your TD SYNNEX Public Sector representative. They'll be happy to guide you through the options and provide a customized solution.

Q: **Will there be any changes to how we receive quotes and invoices?**
A: Yes, your institution will receive quotes and place purchase orders directly with the assigned partner. Invoices will also be handled by the partner, streamlining the entire process. Rest assured, your dedicated TD SYNNEX account manager will remain involved to ensure consistency and support throughout.

Q: **How do I sign up for the Cloud Advantage Program?**
A: To join the program or learn more, simply contact your TD SYNNEX Public Sector account manager or reach out to our customer support team. We'll guide you through the next steps.

Q: **What kind of support can we expect from local partners?**
A: Local partners offer in-person training, collaboration opportunities, and immediate on-site support, ensuring your campus receives the highest level of service and expertise.

Q: **What if our institution is already working with an IT reseller?**
A: If you're already working with an IT reseller, you can still take advantage of the Cloud Advantage Program. We encourage you to reach out to your TD SYNNEX Public Sector representative to explore onboarding your current reseller into the program. This way, your institution can continue benefiting from your existing relationship while gaining access to the expanded services and resources offered through the program.

Take the Next Step

Elevate your institution to the forefront of educational technology by joining the Cloud Advantage Program today. Our team at TD SYNNEX Public Sector is eager to support you and is available to set up a discovery call to discuss how this program can specifically benefit your school. To learn more or to get started, reach out to us at Internet2NetPlus@dlt.com.

aws PARTNER

- Immersion Day
- Managed Service Provider
- Govt. Services Competency
- AWS GovCloud (US) Delivery

- Education Services Competency
- Well-Architected Partner Program
- Cloud Operations Software Competency

- Amazon EC2 for Windows Server Delivery
- AWS Marketplace Skilled Consulting Partner
- Migration and Modernization Services Competency