

CapacityBuilder



Build Sales and Profitability with CapacityBuilder from Tech Data

Tech Data is more than just an experienced, reliable supplier. We know every inch of the IT distribution business, and we help our business partners seize profitable opportunities every day.

The newest way for our partners to do that is with the Tech Data CapacityBuilder program. CapacityBuilder helps you build technical capacity so you have the resources to increase sales and profitability, capture additional market opportunities, and improve back-office operational efficiency. It provides access to valuable operational tools that allow you to be more competitive with fewer resources, increase billing without increasing staff, and improve productivity to promote profitable growth.

CapacityBuilder tools save staff time, make installation more efficient, reduce inventory costs, and make billing more efficient. Outsourcing repetitive, time-consuming tasks focuses your staff on more profitable tasks, offers new opportunities, and helps retain highly trained personnel. Tech Data training boosts certification pass rates, while proactive certification management helps you maintain and expand Cisco certifications so you can sell a broader range of products and solutions.

As our business partner, Tech Data offers you more than just products and great service—we help you grow your business profitably. Some of the CapacityBuilder components that can help you do that are:

- PerformanceBuilder
- TalentBuilder
- ProductivityBuilder

PerformanceBuilder Frees Up Resources to Increase Sales and Profitability

By merging Cisco's 2100 configuration engine technology with Tech Data's best-in-class configuration, integration, and logistics capabilities; Tech Data PerformanceBuilder helps you grow service revenue. It creates human capacity by offloading repetitive, time-consuming activities to free up technical resources, drive incremental sales and services solutions, and increase profitability.

PerformanceBuilder includes a comprehensive list of configuration services. Augment them with optional services and you have even more opportunity to free up your staff to pursue more profitable, revenue-

generating activities. By offloading these repetitive tasks to Tech Data, you can save time and money and create the capacity to grow your business.

Private-labeled direct shipping to your end customers improves cash flow and decreases carrying costs to free up available operating capital that you can use to grow your business. Pre-configured products reduce returns and eliminate compatibility issues, shorten lead and installation times, ease logistics, and help you create billable services.

TalentBuilder Builds the Skilled Staff You Need to Grow

Tech Data TalentBuilder helps you develop and retain technical talent within your organization so you have the skilled people you need to grow your business.

By helping you train your staff more quickly and cost-effectively, you are able to provide career development to keep your best people, and help them develop the right skills to go after more business opportunities. Proactive management from Tech Data advisors help you track and maintain your certification levels for higher discounts and specialized products from Cisco.

ProductivityBuilder Helps Enhance Customer Satisfaction and Sales Opportunity

Use the exclusive Web-based MyOrderTracker™ tools from Tech Data to maximize your productivity, enhance customer service, and compete more effectively against larger competitors. MyOrderTracker proactively gives order status information to help you easily track projects and provide current information to customers. This saves time and effort for your staff and allows you to more efficiently schedule installations.

Tech Data MyOpportunityTracker notifies you of renewal opportunities for high-profit service and warranty contracts to more efficiently build revenues.



Tech Data CapacityBuilder Program Components and Tools

PerformanceBuilder

PerformanceBuilder helps you

- Grow service revenue with existing resources: free up your technical talent to pursue new opportunities by offloading repetitive, time-consuming activities
- Improve cash flow by reducing inventory costs plus shorten lead and installation times: provide pre-configured products with private-labeled direct shipping to your end customers
- Services include:
 - Re-packaging
 - Detailed invoicing
 - Serial number reporting
 - Web-based freight tracking
 - Staging and flexible shipping options
 - Products from multiple vendors from one location
- This improves cash flow and decreases carrying costs by reducing inventory costs; while private labeling builds brand equity
- Build revenue and profitability: you can still bill for services Tech Data provides for you
- Pre-configured products from Tech Data reduce returns and eliminate compatibility issues, plus shorten lead and installation times. Pre-configuration eases logistics and helps you create billable services with:
 - IOS/Bootstrap loading
 - Memory and peripheral installation
 - IP configuration
 - Unified Communications installation

TalentBuilder

TalentBuilder enables you to:

- Proactively manage education and certification—as Tech Data tracks and manages certification requirements to make sure you maintain or extend your certification levels to help retain technical employees, as well as to qualify for higher discounts and specialized products from Cisco
- Help your employees pass certification tests with Tech Data tutors and classes
- Improve pass rates and reduce training time with Tech Data Fast Track—an instructor-lead, condensed training with more focused training to make the most of your training dollars
- Provide the right skills for you to go after more business opportunities
- Reduce administration and increase scheduling options with all-inclusive booking for training with 40 different Cisco Learning Partners
- Choose from over 150 training locations for one near you
- Pick the training style that works for you
 - Classroom
 - Virtual
 - E-learning
 - Custom on-site

ProductivityBuilder

ProductivityBuilder:

- Proactively provides information on order status, service and warranty renewals for better tracking allows more efficient billing
- The proprietary MyOrderTracker tool saves time and effort for your staff while it allows you to more efficiently schedule installations
 - A convenient way to track the progress of an order throughout the fulfillment cycle
 - Answers common customer questions before they ask for a better buying experience and reduced order status calls
 - Selective notification enables you to determine who gets order status notices
 - Private-branded email builds your brand identity
- Provides renewal opportunities for service and warranty contracts to more efficiently build profitable service revenues
 - Tech Data tracks expiration dates and proactively notifies you in time to make the sale
 - Notification by manufacturer, expiration, and user
 - Notices include pricing information for new agreements and potential upgrades
 - Quote-building tool pulls content directly from the techdata.com product catalog to make purchases easy
 - View and manage opportunities on the Tech Data MyOpportunityTracker portal