



EDLA Webinar

Presented to the Mississippi School Districts

Warranty and Repair Process



AGENDA

- Introductions/Overview
- Post Deployment Lifecycle Support
- Support Process
- Tempest
- Q & A

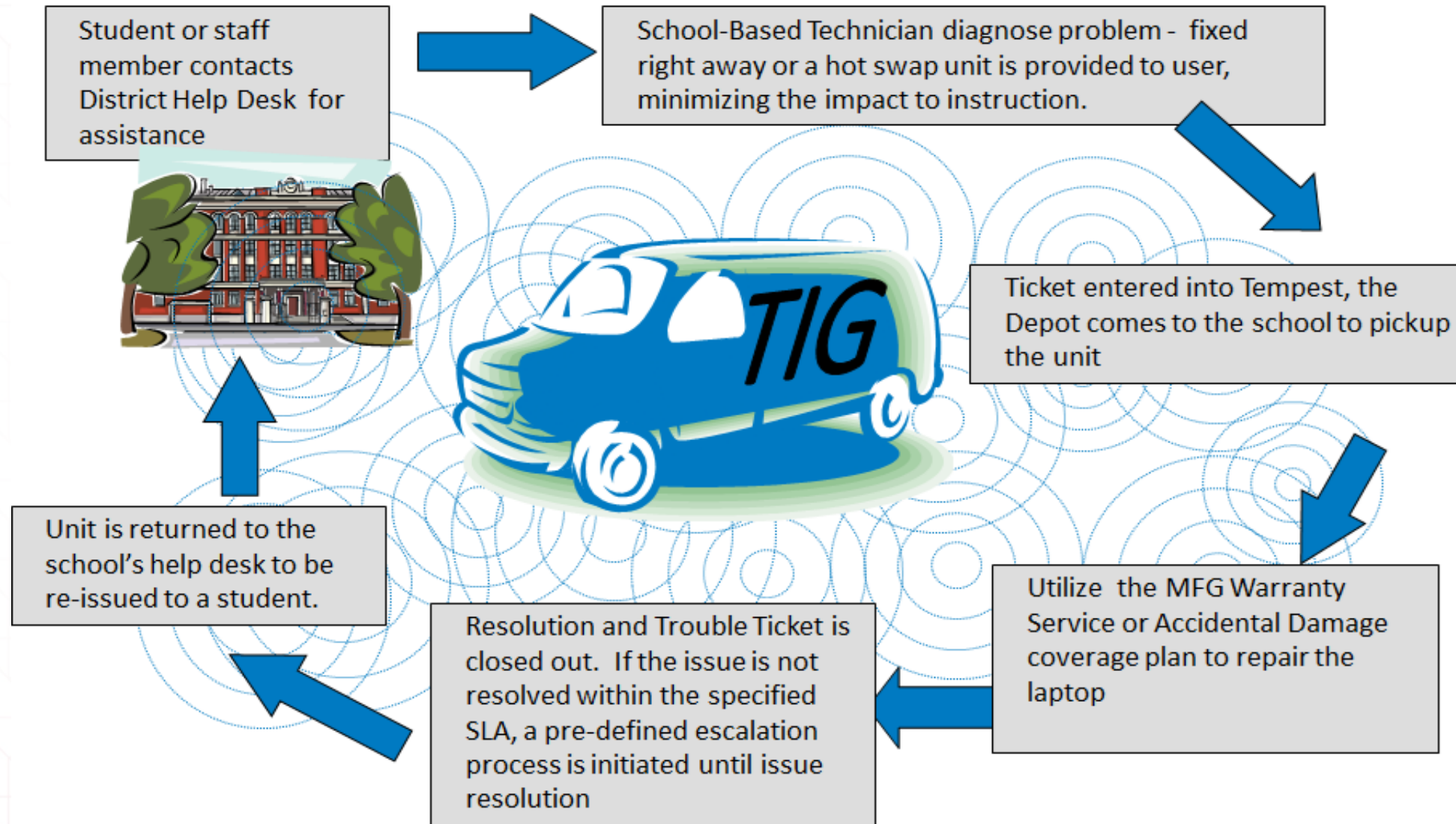
INTRODUCTIONS/OVERVIEW

- **Presenters**
 - Christian Anderson – CDW - Program Manager
 - Clarke Manley – TIG – Senior Account Executive
- **Overview**
 - Our focus today is to introduce our TIG Partner and walk through the Warranty, Repair and Asset management process for all new devices being delivered.
 - We will have a Q&A session at the end of the presentation – enter your questions into the chat.

POST DEPLOYMENT LIFECYCLE SUPPORT

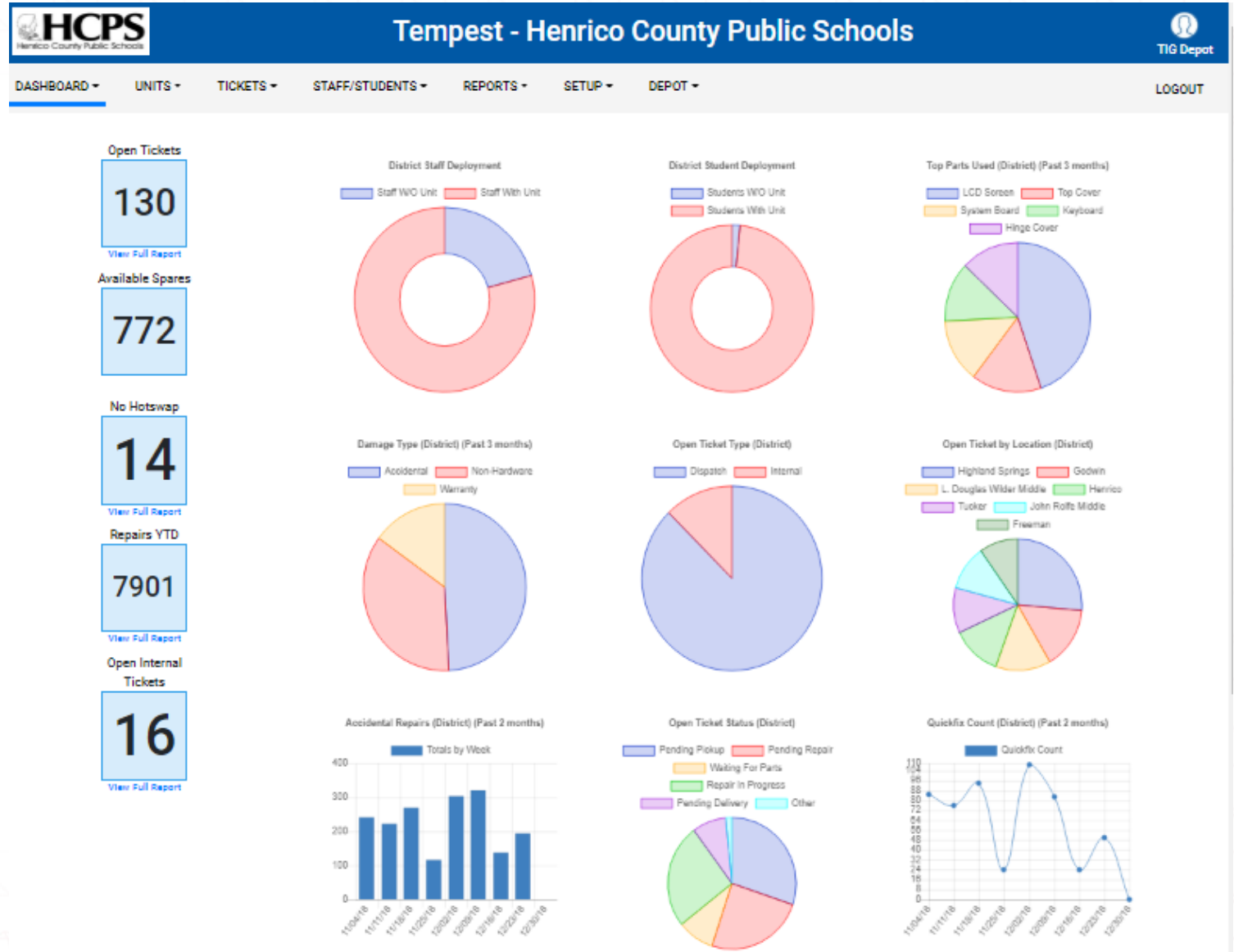
- Tempest
- “Milk Runs”
- Full Break/Fix Support
- Custom Reporting
- Developer Support

SUPPORT PROCESS



TEMPEST

- Proprietary web-based program which track assets throughout their lifecycle
- Provides real-time reporting and management capabilities
- Tempest application provides ease of asset management from the beginning of the lifecycle of each device
- All data is stored and available to the School District
- Success we've seen is the elimination of multiple Programs and spreadsheets used by IT staff



Q & A

