EDLA Webinar
Presented to the Mississippi School Districts
Warranty and Repair Process
• 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

Student or staff member contacts District Help Desk for assistance.

School-Based Technician diagnoses problem - fixed right away or a hot swap unit is provided to user, minimizing the impact to instruction.

Ticket entered into Tempest, the Depot comes to the school to pickup the unit.

Resolution and Trouble Ticket is closed out. If the issue is not resolved within the specified SLA, a pre-defined escalation process is initiated until issue resolution.

Utilize the MFG Warranty Service or Accidental Damage coverage plan to repair the laptop.

Unit is returned to the school’s help desk to be re-issued to a student.
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