

# About COMPUTERLINKS



COMPUTERLINKS is not your average security distributor. It is innovative, visionary and dynamic in helping its reseller partners tap into lucrative new growth areas. The company is global in reach and has maintained a strong commitment to providing vision and guidance around industry developments and emerging technologies.

Central to COMPUTERLINKS' services are the key vendor relationships it has established. The distributor acts as a hub of knowledge and advice for the channel bringing together complementary solutions and demonstrating the innovative ways resellers can use specific technologies. The company constantly re-evaluates its product portfolio to ensure COMPUTERLINKS continues to address the ever changing security market.

## **Increased global reach**

COMPUTERLINKS is now represented in UK, Ireland, Germany, Austria, Hungary, Scandinavia, France, Italy, Switzerland, North America, Australia, Singapore and the UAE and provides full global coverage for software support and hardware support across 65 countries allowing resellers to offer a first class service on a scale that otherwise would be out of their reach. COMPUTERLINKS provides native speaking engineers across its operations as well as a single point of contact that allows its resellers to expand their markets with minimum investment and maximum effect.

## **Continued investment in Professional services and support**

COMPUTERLINKS has continued to build a reputation for excellence as a leading provider of innovative professional services and extensive support and training services.

## **Continued investment in the web portal for its channel partners**

COMPUTERLINKS has continued to enhance its Customer Web Portal and CRM system to provide its partners with vital business intelligence information. It provides resellers with up to the minute personalized price lists as well as providing details and up to date status of quotes, orders, invoices and serial numbers. It also allows customers to check invoices and credit levels as well as consolidate renewal information.

## **Partners can 'try before they buy'**

COMPUTERLINKS offers its partners trials of new hardware and software products to allow resellers to make informed decisions about which products will be most suited and profitable to sell to their end-users. New online demo and webcast capabilities make it easier to remotely showcase solutions for or on behalf of resellers.

## **Support throughout the sales cycle**

COMPUTERLINKS has continued to invest in skilled staff to support resellers throughout the sales cycle. The pre-sales team, which is highly regarded by its customers, always meets growing customer demand for support in the early stages of a sale. The professional services team handles the entire support process from diagnosis through to dispatching a replacement part and engineer, ensuring that the necessary changes are made to the support contracts. Each Service Level Agreement is tailored to the specific needs of the reseller or end user.



# COMPUTERLINKS Global Capabilities

## Highly acclaimed Training and Education

COMPUTERLINKS provides a comprehensive range of certified Internet and IT Security training courses both on-site and at its dedicated training centers. Its customized training consultancy delivers bespoke course options delivered by experienced trainers with 'real world' expertise. Its ability to deliver training on a worldwide scale allows resellers to support the increasing number of global IT projects and their associated training needs.

In addition, COMPUTERLINKS provides support for partners to run their own events, adding extra value by providing trained staff to present on current trends in the market and new products.

## Vendor relationships – bringing best of breed and technology excellence to the channel

COMPUTERLINKS constantly re-evaluates the ever-changing security market to ensure that the products and services it offers to the channel are always best-of-breed, highly competitive and above all compelling to the end-user market.

### OUR VENDOR PARTNERS:

