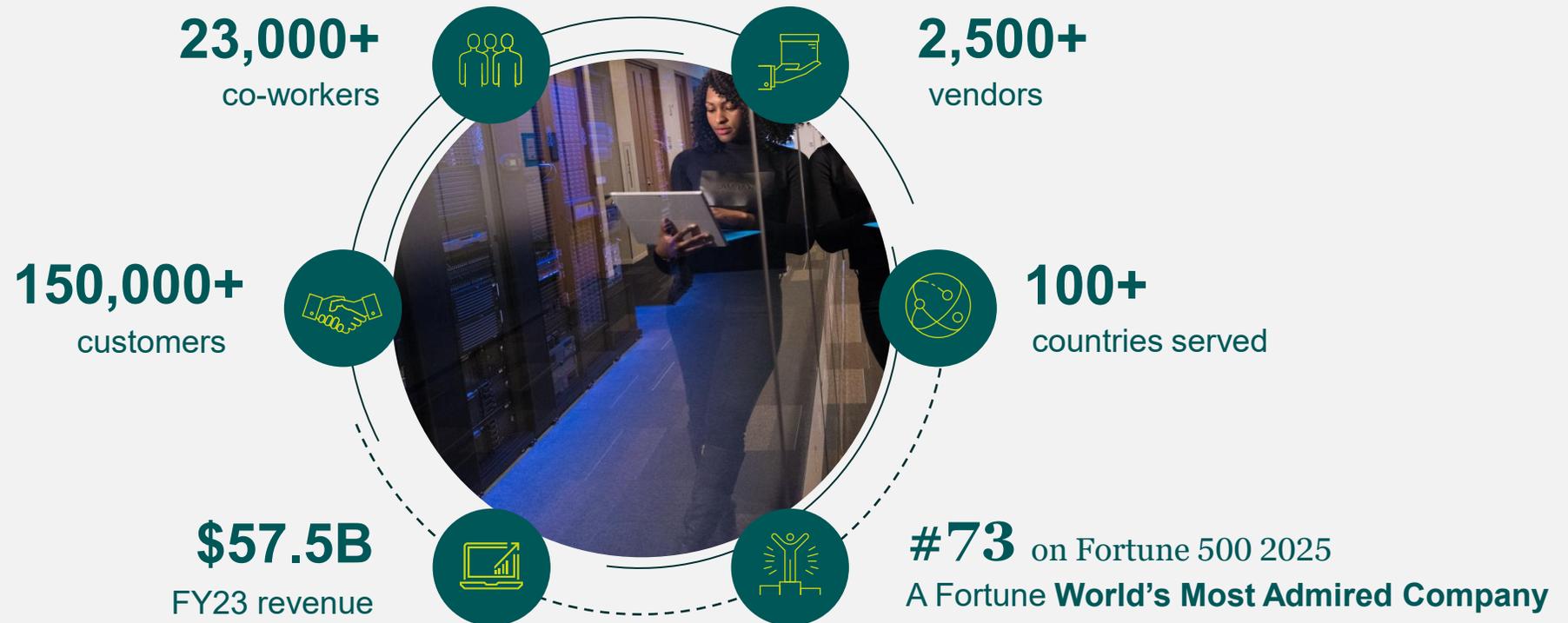TD SYNNEX

Introducing TD SYNNEX
A Global Overview

TD SYNNEX is branded and trades as Tech Data and Tec D (Malaysia) in the Asia Pacific region, with the exception of Japan and business processing/IT outsourcing services provided in China.

TD SYNNEX

Who We Are

We're 23,000 of the IT industry's best and brightest, who share an unwavering passion for bringing compelling technology products, services and solutions to the world.

We're an innovative partner that helps our customers maximize the value of IT investments, demonstrate business outcomes and unlock growth opportunities.

Company Overview

23,000+
co-workers

2,500+
vendors

150,000+
customers

100+
countries served

$57.5B
FY23 revenue

#73 on Fortune 500 2025
A Fortune **World's Most Admired Company**

TD SYNNEX

Our Purpose

We empower our global partners to achieve great outcomes with technology

TD SYNNEX

Our Vision

To **connect the global IT ecosystem** and unlock its potential for all

TD SYNNEX

Our Mission

We deliver compelling technology solutions to a dynamic global marketplace. Intent on the success of our partners, shareholders and each other, we hold ourselves to the highest standards and deliver excellence every day.

Our Values

Together we...

Own it
Prioritize what matters
Communicate clearly
Create impact

Dare to go
Be bold
Innovate with intention
Move fast, with purpose

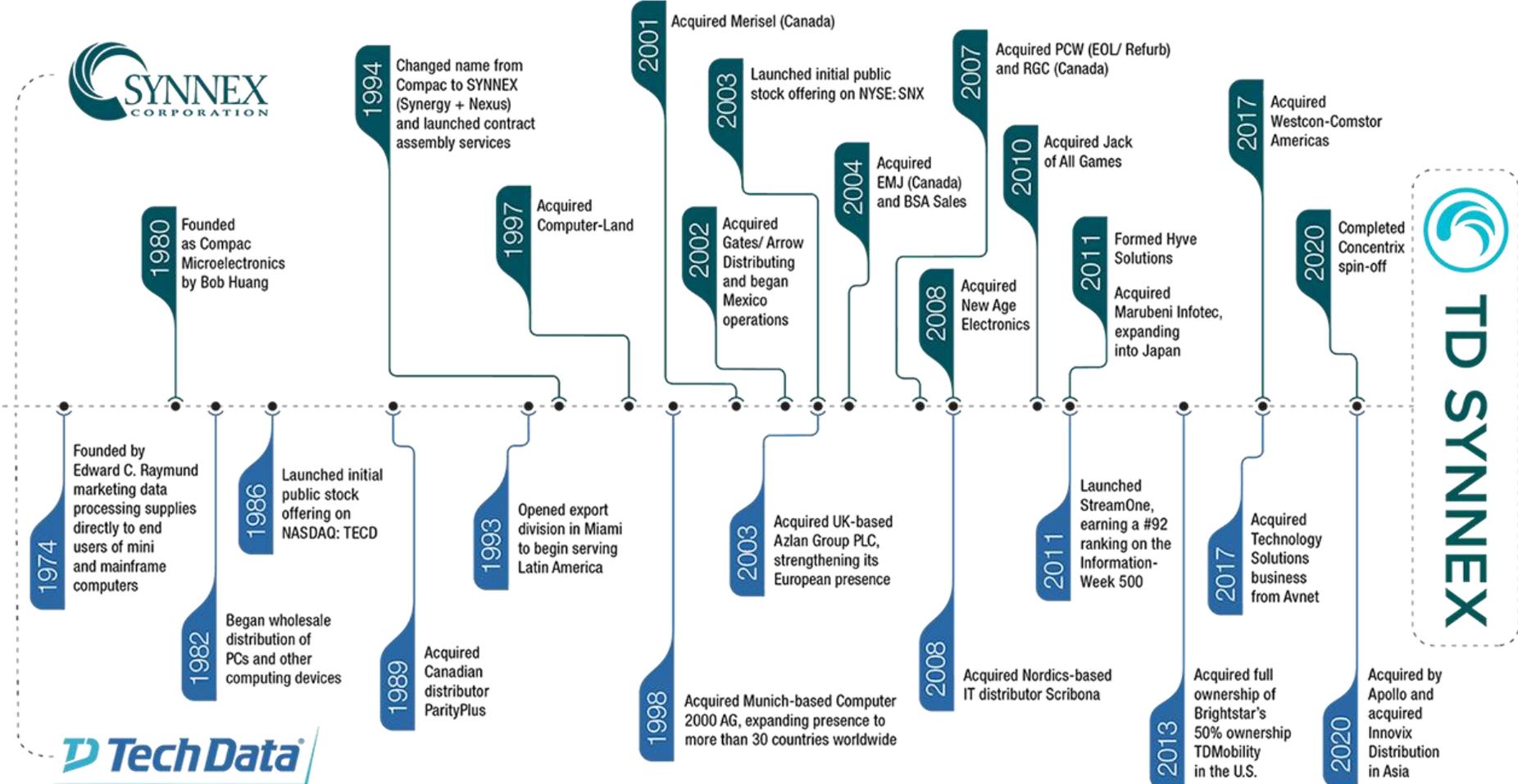## Grow and win
Be curious
Raise the bar
Elevate & celebrate others

Do the right thing
Act with integrity
Show mutual respect
Build trust through honesty

Our History of Balanced M&A and Organic Growth

SYNNEX CORPORATION

1980 Founded as Compac Microelectronics by Bob Huang

1994 Changed name from Compac to SYNNEX (Synergy + Nexus) and launched contract assembly services

1997 Acquired Computer-Land

2001 Acquired Merisel (Canada)

2003 Launched initial public stock offering on NYSE: SNX

2002 Acquired Gates/ Arrow Distributing and began Mexico operations

2004 Acquired EMJ (Canada) and BSA Sales

2007 Acquired PCW (EOL/ Refurb) and RGC (Canada)

2010 Acquired Jack of All Games

2008 Acquired New Age Electronics

2011 Formed Hyve Solutions / Acquired Marubeni Infotec, expanding into Japan

2017 Acquired Westcon-Comstor Americas

2020 Completed Concentrix spin-off

TD SYNNEX

TD Tech Data

1974 Founded by Edward C. Raymund marketing data processing supplies directly to end users of mini and mainframe computers

1982 Began wholesale distribution of PCs and other computing devices

1986 Launched initial public stock offering on NASDAQ: TECD

1989 Acquired Canadian distributor ParityPlus

1993 Opened export division in Miami to begin serving Latin America

1998 Acquired Munich-based Computer 2000 AG, expanding presence to more than 30 countries worldwide

2003 Acquired UK-based Azlan Group PLC, strengthening its European presence

2008 Acquired Nordics-based IT distributor Scribona

2011 Launched StreamOne, earning a #92 ranking on the Information-Week 500

2013 Acquired full ownership of Brightstar's 50% ownership TDMobility in the U.S.

2017 Acquired Technology Solutions business from Avnet

2020 Acquired by Apollo and acquired Innovix Distribution in Asia

Executive Leadership Team

Experienced team with track record of success

Bonnie K. Smith
Chief Information Officer

Alim Dhanji
Chief Human Resources Officer

Marshall Witt
Chief Financial Officer

David Vetter
Chief Legal Officer

Patrick Zammit
Chief Executive Officer

Simon Leung
Chief Business Officer

Sergio Farache
Executive Vice President, Strategy and Global Technology Business

Dennis Polk
Board Director and Hyve Executive

Miriam Murphy
President, Europe

Peter Larocque
President, North America

Jaideep Malhotra
President, Asia Pacific and Japan

Otavio Lazarini
President, Latin America Caribbean

Corporate Social Responsibility

Environmental

- Lowering our global carbon footprint
- Setting targets for emission reductions
- Accelerating our sustainability initiatives
- Supporting our customers and vendors with circular economy and sustainable product choices

Social

- Recognized as a great place to work
- A leader in the promotion and practice of diversity, equity and inclusion
- An active member of the local communities where we live and work

Governance

Strong corporate governance based on best practices, local requirements, and the needs of our co-workers, customers, vendors and investors

Corporate Citizenship Recognition

We are proud to earn awards that recognize our culture, caring environment and sustainability efforts, including:

CRN UK, Innovative Project Award, Ecosystem Sustainability Project, 2022

Received a score of 100 on the Human Rights Campaign Foundation's 2025 Corporate Equality Index

EcoVadis Sustainability, Silver Medal Rating, 2023

Top Employers® Certified, Belgium

Top Employers® Certified, The Netherlands

FORTUNE World's Most Admired Companies 2023

- FORTUNE World's Most Admired Companies 2023
- CDP Management (B-) rating
- Google Cloud Diversity, Equity and Inclusion Partner of the Year 2023—TD SYNNEX Japan
- CRN Women & Diversity in Channel Awards 2023, Gender Parity Award—TD SYNNEX UK&I
- Dell Technologies ESG Partner Spotlight—Q3 Recognized Partner
- CRN Inclusive Channel Leaders 2023-20024
- National Road Transport Federation, Responsible Transport and Logistics label—TD SYNNEX France
- EcoVadis Silver medal—TD SYNNEX and EcoVadis Platinum medal—TD SYNNEX France

Corporate Citizenship Recognition

Great Place to Work certified in India, Brazil, the U.S. and Vietnam

Great Place to Work—
Certified™ India

Great Place to Work—
Certified™ Brazil

Great Place to Work—Certified™
U.S.

Great Place to Work—
Certified™ Vietnam

Our Locations

We're proud to serve customers and vendors in more than 100 countries with our co-workers in the following locations.
(12k co-workers in the Americas, 8k co-workers in Europe, 3k co-workers in APJ)

North America
33k customers

Canada
United States

Americas
FY24 Revenue
$34.8B

LAC
8k customers

Argentina   Mexico
Brazil   Panama
Chile   Paraguay
Colombia   Peru
Costa Rica   Puerto Rico
Ecuador   Uruguay
Guatemala   Venezuela

Europe
63k customers
FY24 Revenue: $19.6B

Austria   Netherlands
Belgium   Norway
Bulgaria   Poland
Croatia   Portugal
Czech Republic   Romania
Denmark   Serbia
Finland   Slovenia
France   Spain
Germany   Sweden
Hungary   Switzerland
Ireland   Turkey
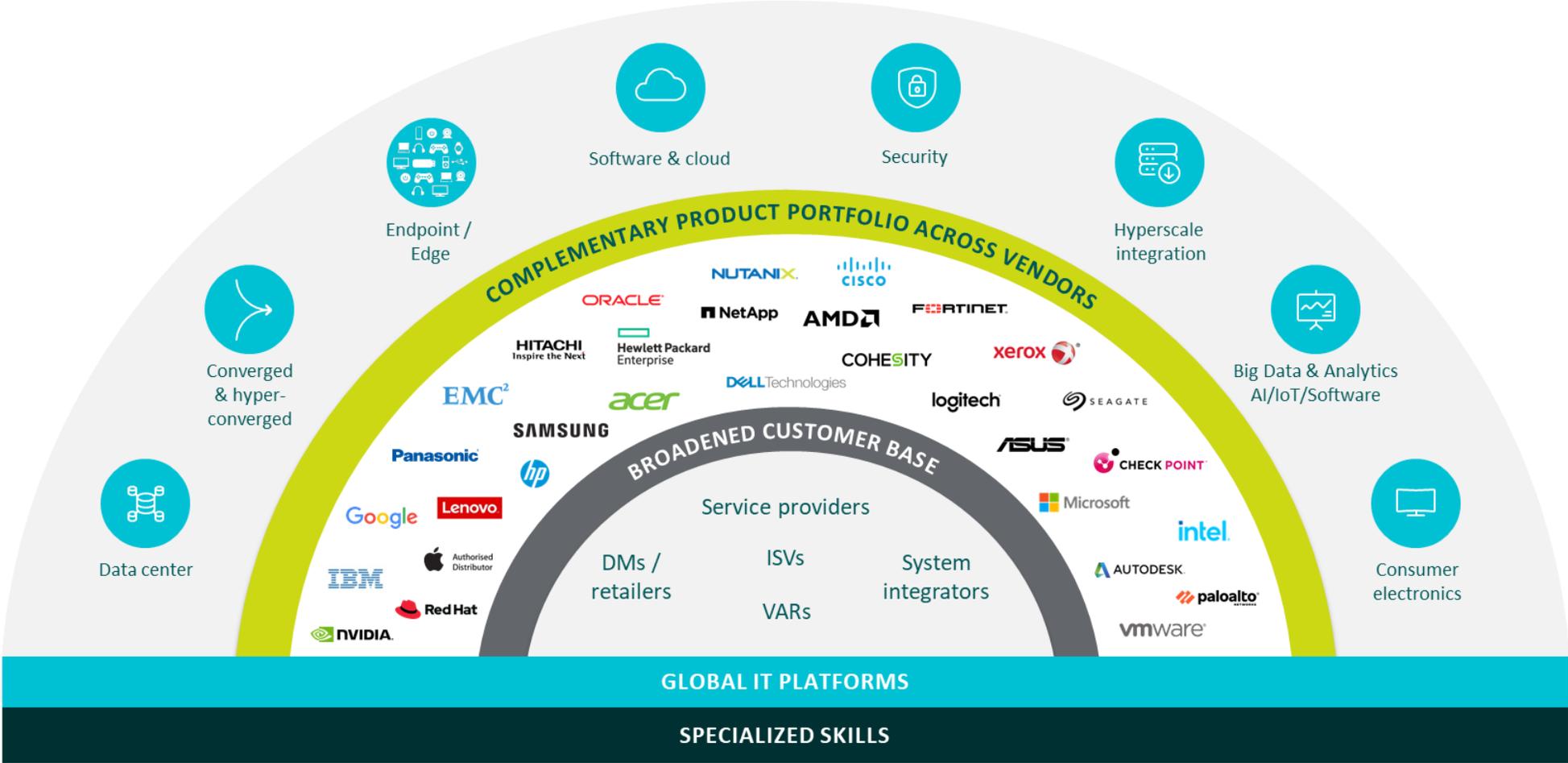Italy   United Kingdom
Luxembourg

APJ
13k customers
FY24 Revenue: $4.0B

Australia
China
Hong Kong
India
Indonesia
Japan
Macau
Malaysia
New Zealand
Republic of Korea
Singapore
Taiwan
Thailand
Vietnam

13

Our Vendors

The world's leading technology companies trust our people, processes and systems to take their products to market every day
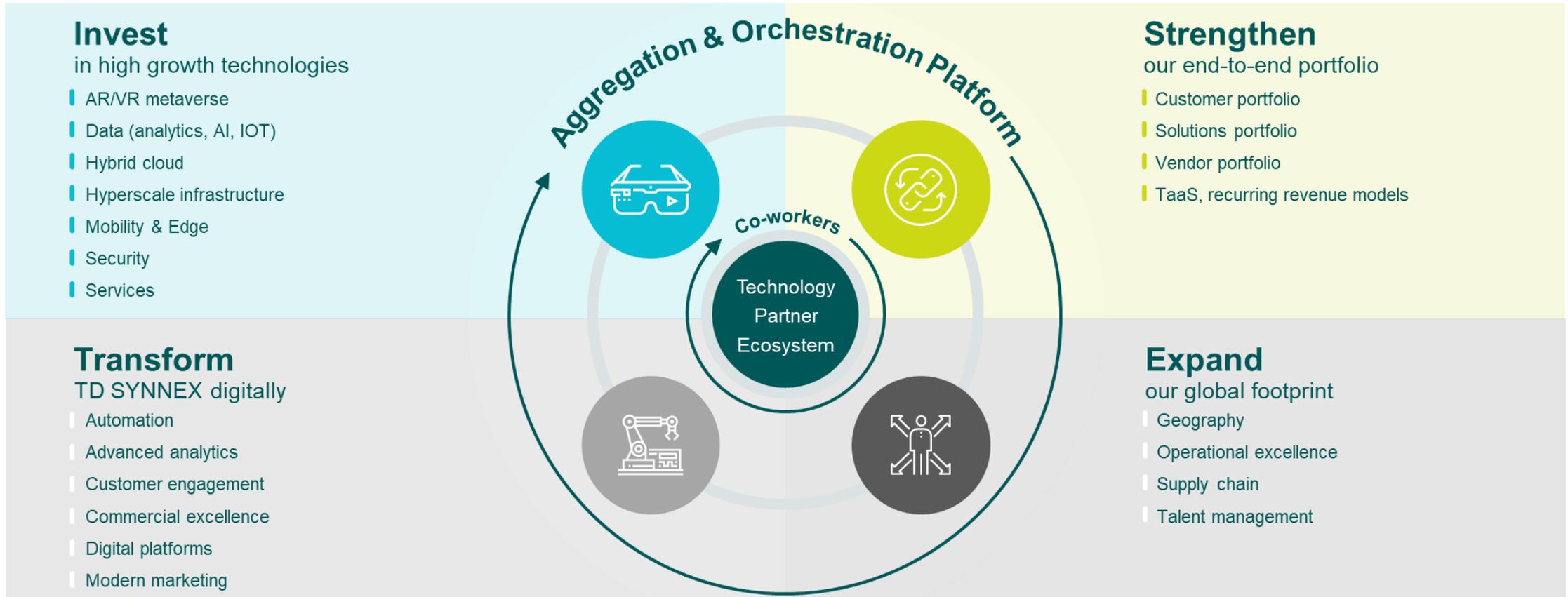
Connecting the Global IT System

Our Global Strategy

Delivering higher value

Invest
in high growth technologies
- AR/VR metaverse
- Data (analytics, AI, IOT)
- Hybrid cloud
- Hyperscale infrastructure
- Mobility & Edge
- Security
- Services

Strengthen
our end-to-end portfolio
- Customer portfolio
- Solutions portfolio
- Vendor portfolio
- TaaS, recurring revenue models

Transform
TD SYNNEX digitally
- Automation
- Advanced analytics
- Customer engagement
- Commercial excellence
- Digital platforms
- Modern marketing

Expand
our global footprint
- Geography
- Operational excellence
- Supply chain
- Talent management

Aggregation & Orchestration Platform

Co-workers

Technology Partner Ecosystem

16

TD SYNNEX

Asia Pacific and Japan
Global Reach, Local Expertise

Asia Executive Board

TD SYNNEX

JAIDEEP MALHOTRA
President, Asia Pacific and Japan (APJ)

SAMANTHA LEE
Senior Executive Assistant

GEO Leaders

SUNDAR K.
SVP & GM
India, Australia/New Zealand

KUNIMOCHI SHIGETAKA
President, Japan

MARK TAN
VP & GM, Singapore, Malaysia

KARLY LI
VP & GM Hong Kong, Indonesia, Vietnam

Focused Business Units Leaders

ANAND CHAKRAVARTHY
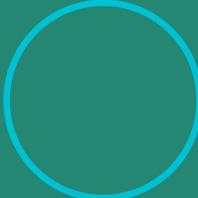**VP, Advanced Solutions**

MOHIT JAIN
VP, Global Computing Components

KARLY LI
VP, Edge Solutions

Functional Leaders

Commercial Excellence (to be hired)

JYOTIKA SINGH
Senior Director, Operational Excellence

Boris Koch
SVP, Chief Financial Officer

ANAND JAGGI
VP, Information Technology & Digital

JANNICA HOUBEN
VP, Legal (Interim)

PRASHANTAN MOODLEY
VP, Human Resources

Asia Pacific & Japan

A leading distributor and solutions aggregator

3,945 co-workers

Presence in 13 countries

36,000+ customers

FY25
$5B gross revenue

Tech Data
A TD SYNNEX Company

An Unrivalled History Of
Driving IT Ecosystem Transformation

TD SYNNEX

TD SYNNEX's strategic journey

1974 - 2006

Built to serve the PC ecosystem

- Tech Data founded in 1974, as a local print distributor
- Company grows rapidly with rise of PCs
- Expansion to Europe

2007 - 2021

More than a decade of execution, diversification & innovation

- 19 acquisitions, enabling expansion and multi-technology diversification
- Acquired Technology Solutions business from Avnet in 2017 and Innovix Distribution in 2020 to strengthen its end-to-end solutions capabilities
- Expanded portfolio including mobile, design software, professional AV, consumer electronics…

2021 and beyond

The leading global distributor and solutions aggregator

- Tech Data and SYNNEX merged to create TD SYNNEX on September 1st 2021
- Retained the Tech Data brand in Asia Pacific and Tec D in Malaysia, with Japan using the TD SYNNEX brand.
- End-to-end portfolio, from edge to cloud, as well as leading growth in next-generation technologies.

Our Partners

Technology resellers from large to small, B2B and B2C, local players to international businesses

Corporate

- Corporate reseller
- Network and infrastructure integrator
- Large value added resellers

SMB

- Local players
- Specialist resellers
- Value added resellers
- Managed service providers
- Office suppliers
- Born-in-the-cloud

Retail

- Large chains
- Web-based retailers
- Specialty retail
- Supermarkets
- Multi-brand outlets

Specialist

- Global system integrators
- Enterprise value-added resellers
- National and international service providers
- Global / Multi-country deliveries

Our go-to-market

Adding value across all technologies

Tech Data A TD SYNNEX Company | *Edge Solutions*

- PC Systems
- Peripherals
- Printers
- Supplies
- Mobile and Consumer Electronics
- Apple
- Product Lifecyle Services

Tech Data A TD SYNNEX Company | *Advanced Solutions*

- Datacenter & infrastructure
- Networking
- Software and Cloud
- Security
- Analytics and IoT
- Professional and managed services
- Design software

Tech Data A TD SYNNEX Company | *Global Computing Components*

- Custom System Builders
- White Box Solutions
- Enterprise and OEM
- Supply Chain

Tech Data A TD SYNNEX Company | *Capital*

- Financial solutions

TD SYNNEX

Our go-to-market

Adding value across all technologies

TD SYNNEX

TechData | Edge Solutions
A TD SYNNEX Company

- hp
- Apple Authorised Distributor
- EPSON EXCEED YOUR VISION
- Lenovo
- ASUS
- DELL Technologies
- EPSON
- acer
- SEAGATE
- ergotron
- logitech
- Canon
- brother

TechData | Advanced Solutions
A TD SYNNEX Company

- AUTODESK
- aws
- ARISTA
- aruba
- APC
- CISCO
- CITRIX
- CLOUDERA
- cradlepoint
- CROWDSTRIKE
- dataiku
- DELL Technologies
- Extreme Connect Beyond the Network
- Forcepoint
- FORTINET
- f5
- Google
- GitLab
- HUAWEI
- Hewlett Packard Enterprise
- IBM
- Lenovo
- Microsoft
- NetApp
- NUTANIX
- NVIDIA
- ORACLE
- paloalto NETWORKS
- Red Hat
- Veeam
- VERITAS
- vmware

TechData | Capital
A TD SYNNEX Company

TechData | Global Computing Components
A TD SYNNEX Company

- AMD
- BROADCOM
- BROCADE A Broadcom Company
- Kingston TECHNOLOGY
- WD Western Digital
- SEAGATE

Our Value Proposition Framework

TD SYNNEX

We help Partners Learn

Learning to navigate the ever-changing, complex IT landscape is crucial for businesses. We help our partners gain insights into the marketplace, make visible new opportunities and learn new skills. Knowledge is powerful and drives powerful business outcomes

We help Businesses Evolve

With the vast knowledge and expertise of TD SYNNEX's teams, partners, and programs, we help businesses differentiate themselves and help move into new, advanced areas of IT solutions

LEARN

SOLVE

Achieve **great outcomes**

EVOLVE

DELIVER

We Solve technology challenges

The complexities of bringing technologies and platforms together, ensuring they are robust, secure and efficient requires deep product knowledge and solutions-focused expertise to meet the demands of businesses' IT solutions.

We Deliver innovative technology solutions worldwide

We empower partners to drive value and help deliver technology solutions through financial services, logistics services, and transactional efficiencies.

Tech Data's Centre of Excellence

Building Capabilities to Drive Partners towards Solution Aggregation

.

Practice Builder

Sales / Tech Training

Solution Webinars

Digital Practice Builder

Solutions Factory

Click to Run Solutions

Solutions Play

Market use cases

Sales Acceleration

Demonstrations

Proof of concepts

Workshops

TD SYNNEX

The World's Largest End-to-End Technology Distributor

TD SYNNEX

Edge-to-Cloud Products, Services and Solutions

Edge & Endpoint solutions

PCs	Mobile	Print	Consumer	AR/VR	Endpoint	Wearables

Advanced solutions

Infrastructure	Hybrid Cloud	Hyperscaler	Data	Security	Networking	Software

Specialized areas & services
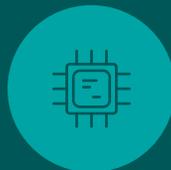
Component	CAD	Professional	Hyperscale	Lifecycle	Implementation	Consultancy	Education

Our APJ Strategy: Delivering Higher Value

- The world's leading technology companies trust our people, processes and systems to take their products to market every day.

INVEST
In high growth technologies
- AR/VR Metaverse
- Data (Analytics, IOT)
- Hybrid Cloud
- Hyperscale Computing
- Mobility & Edge
- Security
- Services

STRENGTHEN
Our end-to-end portfolio
- Customer Portfolio
- Vendor Portfolio
- Solutions Portfolio
- TaaS, Recurrent Revenue Models

TRANSFORM
TD SYNNEX digitally
- Automation
- Advanced Analytics
- Customer Engagement
- Commercial Excellence
- Digital Platforms
- Modern Marketing

EXPAND
Our global footprint
- Supply Chain
- Geography
- Operational Excellence
- Talent Management

SOLUTIONS AGGREGATION PLATFORM

CO-WORKERS
most-valuable asset

APJ Logistics Footprint

TD SYNNEX / Tech Data
- Tech Data warehouse Sydney, Australia
- Tech Data Distribution Singapore
- Tech Data Distribution Malaysia
- Tech Data Distribution Hong Kong
- Tech Data GLMS Singapore
- TD SYNNEX Tokyo & Osaka , Japan

Third-Party Logistics
- Eternal Asia 3PL China (3 locations) (GCC)
- Expeditors Hong Kong (GCC)
- DBS 3PL India (6 Locations for TD AS)
- UPS 3PL India (6 Locations for GCC)
- Agility 3PL India (1 Location for GCC)
- KWE 3PL Jakarta, Indonesia
- DHL 3PL Singapore (TD AS + GCC)
- QV Trans 3PL Vietnam

VMI Hubs
- DBS Dell VMI China (GCC)
- DBS Dell VMI Malaysia (GCC)
- HiChain Lenovo VMI Shenzhen (GCC)
- DBS Seagate AWS VMI Singapore (GCC)

Corporate Citizenship in APJ

COMMUNITY RELATIONS

We are dedicated to making a positive impact on the communities where we operate. We have engaged in CSR activities to support various causes and will launch a new charity program across the APJ region in FY23.

SOCIAL

DE&I

We are committed to building an inclusive working culture and have implemented various initiatives to support coworkers such as mentoring sessions, listening circles and events celebrating International Women's Day.

SUSTAINABILITY

We are working towards creating a more sustainable future, with a focus on advancing sustainable practices in energy as well as transportation and logistics. We have also committed to achieving
net-zero carbon emissions by 2045 through the Science Based Targets initiative.

ENVIRONMENTAL

GOVERNANCE

CORPORATE STANDARD

We adhere to the highest standards of corporate governance to ensure transparency, accountability & ethical business practices.

APJ Awards & Recognitions

TD SYNNEX

Alibaba Cloud

2023 Cloud Rising Star Partner of the Year, Tech Data, APAC

DELL Technologies

2023 Data Center Solutions Server, Distributor of the Year, Singapore; 2022 Top Distributor Data Center Solutions Server, Top Distributor Two-Sockets Servers, Top Distributor Data Center Solutions Storage, Distributor of the Year, Malaysia

hp

2022 Best Performing Distributor Reseller Coverage, Hong Kong; Top PC Distributor, SMB, Singapore; 2022 The Ultimate Collaboration, Capabilities and Performance, Indonesia; 2022 Top Commercial Desktop Distributor, Malaysia

VERTIV

2022 Asia Distributor of the Year, Singapore

ARISTA

2022 Global Distributor of the Year

FORTINET

2022 Distributor of the Year, Hong Kong

HUAWEI Enterprise

2022 Top Distributor of the Year and Outstanding Presales of the Year, Singapore; 2022 Malaysia Excellent Distributor, Malaysia

NetApp

2022 Distribution Excellence, India

Lenovo

2022 Top Distributor, Top SMB Distributor, Top Consumer Distributor, Malaysia

ASUS

2022 Highest Loyalty Partner, Japan

FUJIFILM

2022 Top Equipment Distributor of the Year, Singapore; 2022 Top Distributor of the Year, Hong Kong

H3C

2022 Fastest Growing Partner, Japan

THALES Building a future we can all trust

2022 Distributor of the Year, ANZ

veeam

2023 Distributor of the Year, Partner Growth and Ecosystem, Indonesia

CISCO

2023 Best Renewals Distributor of the Year, Hong Kong; 2022 Distributor of the Year, Hong Kong; 2022 Top Growing Partner of the Year, Vietnam;

Google

2023 Google for Education Appreciation for Excellent Partnership, Japan; 2022 Cloud Partner of the Year – DEI, Japan

IBM

2023 Excellence Sell Partner Award, Japan, 4 consecutive years; 2022 Systems Top Distributor, Singapore; 2022 Partner Recruitment and Activation Distributor of the Year, Vietnam

CHANNEL ASIA INNOVATION AWARDS 2022

Channel Asia Innovation Awards 2022 Distribution Innovation, Software Category, Tech Data Singapore

Great Place To Work Certified AUG 2023-AUG 2024 VIETNAM

Great Place To Work Certification, Tech Data Vietnam

CLOUDERA

2022 Best Distributor of the Year, Tech Data APJ

Hewlett Packard Enterprise

2022 Global Distributor of the Year; 2022 Top Distributor, Singapore; 2022 Best Value-Added Distributor, Vietnam

Microsoft

2025 Microsoft Partner of the Year Awards , Device Award, Japan; 2023 Surface Distributor of the Year, Operational Excellence Award, Japan; 2023 Partner of the Year, Award for Indirect Providers (Azure), Hong Kong; 2022 Partner of the Year, Award for Indirect Providers, Hong Kong; 2022 Global Summit, Azure Core Infrastructure, Hong Kong; 2022 Top CSP Indirect Provider Partner of the Year, Hong Kong; 2022 CSP Indirect Provider Partner of the Year, Vietnam; 2022 Highest PRO mix, Indonesia; 2022 Highest Server Revenue & Growth, Indonesia; 2022, 2022 Cloud Champions 11 for MWS, India

32

TD SYNNEX in Japan

TD SYNNEX Company Profile
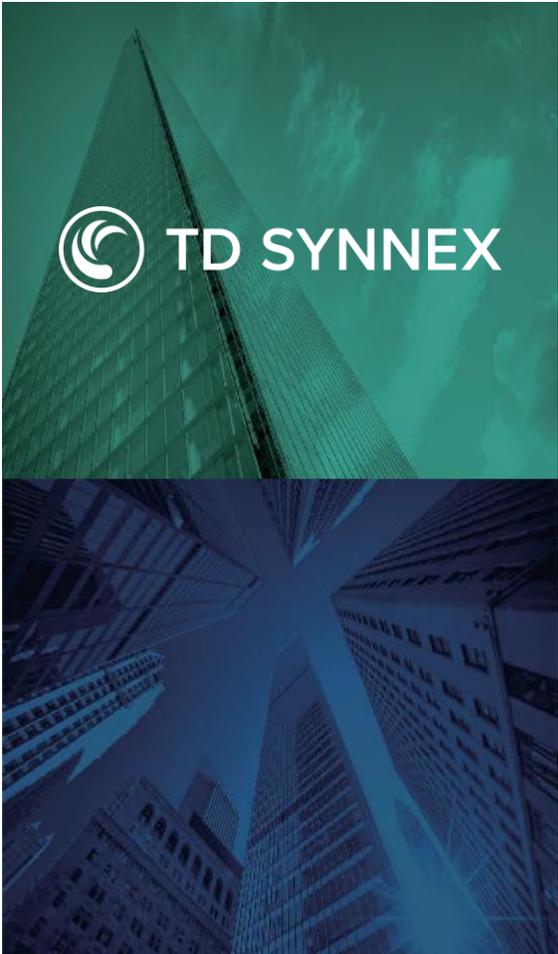
Company Name	TD SYNNEX K.K.
Founded	October 1962
Representative	Shigetaka Kunimochi
Employees	800（as of Dec 2025）
Japan Head Office	msb Tamachi-Tamachi Station Tower N, 21F 3-1-1 Shibaura, Minato-ku, Tokyo 108-0023
Line of Business	Nationwide distribution of personal computers, hardware, software, cloud services, mobile products and related services
No. of Vendors	800+
No. of Resellers	3,200+
Distribution Ratio	Consumer 40 % / Commercial 60%

As a Solution Aggregator

1

Use global network and perspective

- Strong partnership with major global partners.
- Introduce / (Incorporate) the latest technological trends from overseas quickly into the Japan market.

2

What we can do as technology and solution advisor

- Growth strategy in the market of Hybrid Cloud, Network / Security, and Collaboration.
- Strong network / relationship with all domestic retailers and focus on EC-business strategy.
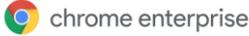- Problem-solving solution sales.

3

Meet Various needs with one stop service through IT and distribution networks

- Provide services widely and quickly using the advantage of global and scale merit.
- 50+ years of experience in distribution.
- Smooth distribution network with unique IT infrastructure such as ECNex and StreamOne® Stellr.
- SERVICESolv, DaaS, Disaster Recovery (DR) Verification Center.

Our Focus Vendors

The following is a partial list of focus vendors.
As a hybrid distributor, TD SYNNEX supports the continued growth of its partners' business by providing optimal IT solutions on the strength of its global network.

Hybrid Cloud	Network	Security	Collaboration	Client Solution	Hardware / Peripherals
IBM	CISCO	Carbon Black. by Broadcom	SHURE	ASUS	Apple Authorized Distributor
Microsoft	HPE aruba networking	Symantec. by Broadcom	neat.	hp	ergotron
SEAGATE	Extreme networks	FORTINET	Deltapath	DELL Technologies AUTHORIZED DISTRIBUTOR	EIZO
DELL Technologies AUTHORIZED DISTRIBUTOR	H3C	CHECK POINT	DTEN	chrome enterprise	OKI Open up your dreams
Hewlett Packard Enterprise	NETGEAR	Barracuda.	AVer	Google for Education	EPSON
Google Cloud		WatchGuard	Jabra GN	Microsoft	motorola
		Trimble	Google Cloud	Lenovo.	ANKER
			Microsoft		Jabra GN
			Lenovo		StarTech.com
			logicool		Google Pixel
					Google Fitbit

Organization Chart

APJ President
Jaideep Malhotra

President
Kunimochi Shigetaka

Advanced Solution
Aida Yoshihiro

Product Management
Presales&Engineering
Global Project Management Office
Partner Engagement

Commercial Sales
Abe Masanori

Advanced Sales Div.
Nationwide Sales Div.
Solution Business Sales Div.
Endpoint Sales Div.

Endpoint Solution
Abe Masanori

Endpoint Product Div.

Consumer Business
Sato Masataka

ConsumerPM Div.
Consumer Sales Div.
EC Service Div.

Education Business
Ishii Noboru

Education Sales Div.
Business Promotion Div.

Broadcom Business
Matsuzawa Taro

Marketing & Services
Takahashi Kei

Marketing Div.
Services & Solution Div.

Operations
Saito Motokazu

Logistics Div.
Procurement Div.

Business Operations Div.
Suzuki Yasuhiro

Legal Dept.

Human Resources Dept.

Finance

Information Technology Div.

GA & Internal Communications Dept.

TD SYNNEX Commercial Solution

Focus Solutions

HCI, Server, Storage, Cloud,
UC/VC, Network, Security,
VR/AR
DaaS, DR Verification Center,
SERVICESolv, Unique solutions.

Go to Market

Solution approach by vertical: Public service,
Education, Health care, Manufacturing.
Demand generations toward both end-users and our
reseller partners.
New business development for existing SIer, reseller
partners and potential partners.

Solution
Objectives

To engage business
opportunities by proposing
solutions with 3rd platform
and to reach end-users

Platform

StreamOne Stellr: Cloud software,
DaaS (Hardware), IoT
ECNex: Unique E-commerce site to approach
existing customers.

End-user Involvement

Directly reaching out to end-
users to understand
customers and market needs,
in order to propose accurate
solutions.

TD SYNNEX

Go to Market Case Studies of Best Practices

TD SYNNEX

Education — Nittaidai Ebara High School

Aiming for future cloud computing, the school reduced the number of servers to 1/5 to create a hybrid cloud environment. The school has built a system that can be operated internally, so that it can provide more IT benefits to students.

Education — Wako Schools

Google for Education and Chromebooks have proved efficiency in presentations, IT skills, and learning English as part of the ICT environment necessary for students. Also, the teacher's workload of counting and other tasks has been reduced.

Public — Himeji City Government Office

Nimble storage is adopted to improve the storage processing speed of issues in accordance with the information system optimization plan. Easy maintenance with AI predictive failure management.

Education — Yanagawa High School

The school has adopted the 'Smart School' concept and used the Surface Hub 2S for classes as part of utilizing the latest ICT tools. In addition to remote classes and active learning, they were also able to conduct English classes with overseas schools , to promote globalization.

IT — Asian Link

We have solved the problem of frequent employee replacements both inside and outside the company with "DaaS", which provides PCs along with Microsoft 365 on a monthly basis. The service is system based and contributes to reducing the resource load on the IT side, as it comes with support and does not require disposal.

Health Care — Katsunuma Nursing Center

Avaya Office enables nurse call and smartphone integration. Introduced smart phones instead of pagers and PHS to improve productivity while utilizing the existing environment. In the future, they expect to add functions such as AI to determine urgency.

![TD SYNNEX logo]

TD SYNNEX Consumer Solution

Focus Solutions

Cutting- edge product:

5G、 Home IoT、 AR/VR、 Drone.

Propose cross selling as below:

Consumer to Commercial,

Commercial to Consumer.

Data analysis

Support our partners to expand business with POS data / EC data analysis.

Solution

Objectives

We support expanding business with multiple channels of Retailer and EC, and data analysis.

Channel

Develop business with multiple channels.

Retailer	YAMADA	ビックカメラ	K's ケーズデンキ	ヨドバシカメラ www.yodobashi.com	EDION エディオン
EC	amazon	Rakuten	YAHOO! JAPAN	ASKUL	モノタロウ

Online Service

We have online services as below:

EC store operation

Social media operational substituting

…and more.

TD SYNNEX

Why TD SYNNEX?
About Our Services

Our Unique IT Infrastructures to Support Partners' Business

StreamOne® Stellr

TD SYNNEX has developed a unique portal site for resellers in Japan that focuses on cloud solutions. It is a comprehensive tool for orders, contract listings, renewal management, etc., and provides information through provisioning (no user activation or initial setup required), cloud community, and marketplace.

ECNex

ECNex® is a search + quotation + order system designed to meet your needs. It not only allows you to search for products, but also provides an "Easy Quotation" function that allows you to create quotations, including software licenses, by simply following the on-screen instructions.
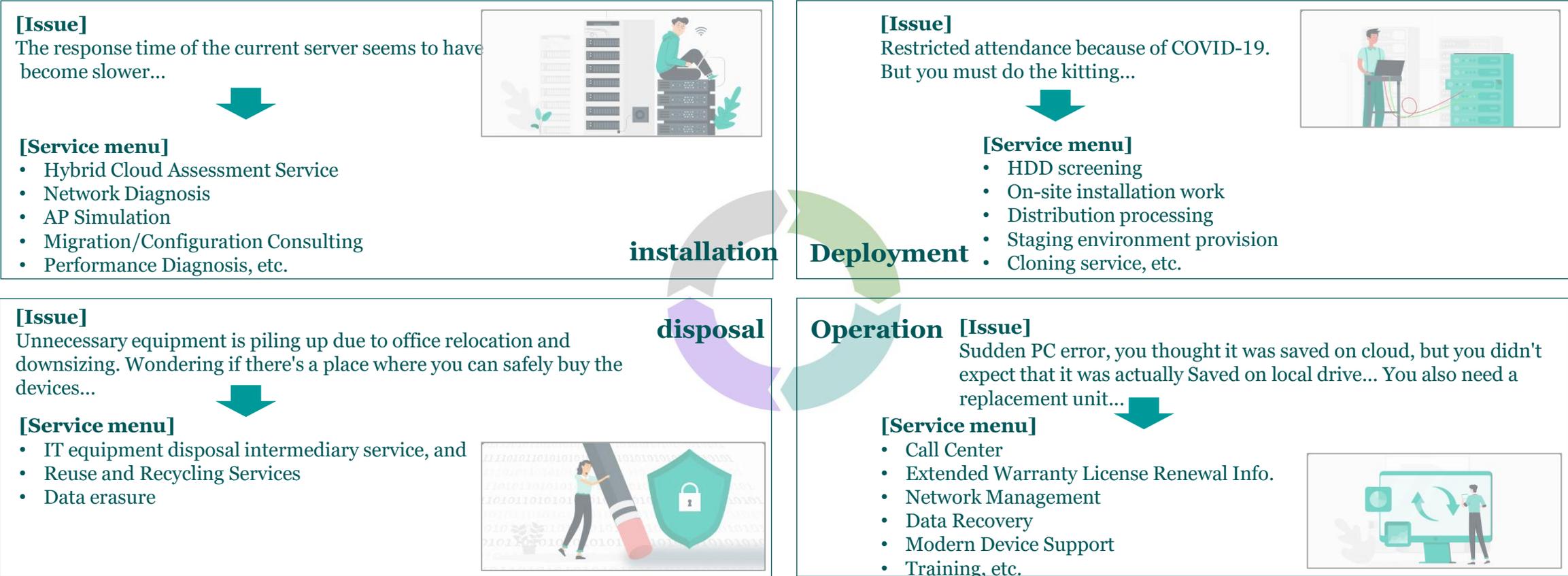
nPress

A software license e-commerce store operated by TD SYNNEX, where you can get a quotation in just three steps, quickly and easily, and sign a license contract on the Web. There is no need to obtain a login ID or password, making it easy to purchase.

About our Service Solution: "SERVICESolv®"

We can solve your problems with our diverse service menu.

SYNNEX **SERVICE**Solv®

[Issues in each phase and our solutions]

[Issue]
The response time of the current server seems to have become slower...

[Service menu]
- Hybrid Cloud Assessment Service
- Network Diagnosis
- AP Simulation
- Migration/Configuration Consulting
- Performance Diagnosis, etc.

installation

Deployment

[Issue]
Restricted attendance because of COVID-19. But you must do the kitting...

[Service menu]
- HDD screening
- On-site installation work
- Distribution processing
- Staging environment provision
- Cloning service, etc.

disposal

[Issue]
Unnecessary equipment is piling up due to office relocation and downsizing. Wondering if there's a place where you can safely buy the devices...

[Service menu]
- IT equipment disposal intermediary service, and
- Reuse and Recycling Services
- Data erasure

Operation

[Issue]
Sudden PC error, you thought it was saved on cloud, but you didn't expect that it was actually Saved on local drive... You also need a replacement unit...

[Service menu]
- Call Center
- Extended Warranty License Renewal Info.
- Network Management
- Data Recovery
- Modern Device Support
- Training, etc.

Optimized Logistics services

● **Warehousing and Shipping operations at Tokyo and Osaka distribution centers**

Receiving： Receive the product.

Receiving Inspection： Inspect amount, SKU # and etc.

Warehousing： After inspection, record inventory.

Storage： Storage product on right way to keep the quality.

Shipping instructions： Instruct product, amount, date.

Picking： pick product from storage.

Inspection： Inspect products after picking.

Shipment： Shipping from the warehouse to customers.

Inventory： Count inventory based on the rules.

● **Kitting services**

Distribution processing (BOX packaging, labeling and etc.)

● **Logistic service for partners**

3PL

● **Customer service center：** return request operation

● **Operation center：** Return receiving、 shipping to vendors

● **Repair Reception Center:** Handling repair requests from customers

● **Cost optimization of warehouse operations and other multiple services**

Logistics Div.

- **Tokyo Distribution Center**
- **Logistics Management**
- **Osaka Distribution Center**

Customer Service Center

Tokyo Operation Center ・Repair Reception Center

Tokyo Dist. Center
Kashiwa-city, Chiba
Approx. 13,000 ㎡

Osaka Dist. Center
Ibaraki-city, Osaka
Approx. 5,000 ㎡

Optimization Service to EC Market

Proposal	Support product proposal / promotion for multiple EC site
Platform Amazon	Operate distribution / opening / promotion strategy at Amazon platform.
D2C support	Support to launch / operate D2C site including opening multiple EC site.
EC distribution	Optimize to help grow vendor's business through EC distribution.
Data/Content management	Optimize product data and content for multiple EC site.

Marketing Services

Collaborative Marketing

Digital Marketing

White paper co-creation

Landing page co-creation

e-DM

Video creations / Webinar

Online ads

Social media operational substituting

Offline Marketing

Co-hosting seminar and event

Out-bound calls / Tele-marketing

Flyer / Poster / Artwork creations

Demo unit rentals, engineering support...and more.

CommunitySolv

Maximize the success of sales for local resellers and vendors through the community

Annual conference and regional events

Portal site, e-DM magazines and sales contest

Product trainings to strengthening sales capabilities

Co-marketing to increase sales

US Conference tour

Sales contest ceremony   Annual Conference

Please kindly refer to our "Marketing Book" for more details.

APAC COE - Center of Excellence

With APAC CoE, we can provide solutions that combined multiple products to the customers.
80 solutions have already been implemented at overseas, and with the Click2Run function, we can push PoC to live directly.

Data Center Modernization	Hybrid Cloud	Cloud	DevOps	Analytics	Security
Solutions	Solutions	Solutions	Solutions	Solutions	Solutions
Business Continuity Automation AIOps VDI SDDC HCI	Private/Public Cloud Simplified Mgmt. Business Continuity Automation Workload Migration	Click2Run SAP on Azure DC Modernization Azure Virtual Desktop Microsoft 365	App Modernization Containerization Microservices Workload Automation Orchestration	Data Visualization Data Warehouse Data Lake Data Science Machine Learning	Perimeter Security Application Security Web Security Cybersecurity
27 Solutions	6 Solutions	11 Solutions	4 Solutions	10 Solutions	29 Solutions

TD SYNNEX

Thank You