

# When Network Outages are not an Option – Flash Global is the Solution.

Whether it's an optical or routing system, modular switches, or servers within a data center – unplanned network hardware downtime prevents businesses from being successfully operational.

## Biggest Challenges for Network Hardware OEMs:

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Missed SLAs due to suboptimal post-sales support and product maintenance.



Disjointed service supply chain processes due to a patchwork of siloed service supply chain systems and multiple vendors.



Uncoordinated communications and lack of visibility causing delivery delays, lost revenues, and reputational harm, due to the siloed service supply chain systems.



Inability to establish and properly configure a digitized global service logistics management platform.



## Why Flash Global:

We specialize in one thing and one thing only. Service Logistics.

**40 years** helping companies meet & exceed their customer SLAs and promises

100% focused on **optimizing** our customer's service supply chains

Global network spanning **140+ countries**

KPI scores consistently delivered to our customers **exceeding 98%**

Customer retention averaging **10+ years**

Perform not only as your service logistics provider but as your **strategy** consultants

## Solutions & Services

Flash Global offers a complete solution portfolio of Service Logistics and Global Trade, fueled by our technology stack – FlashTrac - built specifically for post sales services which include:



**Warehouse & Transportation Management**



**Tiered Drive and Next-Day Services**



**Regulatory Compliance & IOR/ EOR**



**Field Service Engineering Maintenance**



**Inventory Management & Location Modeling**

## THE RESULT

Maximized network and equipment uptime, reduced revenue loss, and optimized SLA management – all tailored to your service supply chain management based on your customers' needs. Rest assured knowing your mission-critical parts will arrive on time and you strictly focus on what matters – **growing your business.**