DLT Confirmed Stateside Support Reference Card

DLT
A TECH DATA COMPANY

Corresponding Vendor Logo (if needed)

DLT's Confirmed Stateside Support Offering

About DLT's Confirmed Stateside Support

DLT's Confirmed Stateside Support (CSS) is an unrivaled support offering that delivers U.S.-citizen, U.S.-soil, ITAR compliant technical support, 24x7x365. The CSS offering is housed in the DLT Operations Center, a state-of-the-art secure facility in DLT's Northern Virginia headquarters.

Established in 2005, the DLT Operation Center is the epicenter for multiple vendor post-sales support programs and managed services offerings tailored towards government agencies mission and technical requirements.

DLT's CSS offering is registered with the U.S. State Department as ITAR compliant (PDTC# M38838).

Service Level Agreements and Response Times

1 Severity	**Operational Status: Emergency** • System down or product inoperative condition • Live Transfer, < 30 minute call back from next available engineer
2 Severity	**Operational Status: Critical** • Severly affects production or restricts major functionality • Initial contact in 1 hour, live transfer upon request
3 Severity	**Operational Status: Major** • Issues with no impact on business systems • Initial contact in 6 business hours
4 Severity	**Operational Status: Minor** • Minor condition exists or documentation/functionality questions • Initial contact by next business day

CSS

How to Open a Support Case
Phone: 1-888-358-7658

Email: opscenter@dlt.com

Secure Case Management Portal:
https://opscenter.dlt.com

DLT CSS at a Glance
• Calls answered by a live person on U.S. soil (no phone prompts or wait times)
• Industry Leading Service Levels (24x7x365 is DLT's standard SLA and support offering)
• Single phone number for all services and product impact alerts
• Monitoring of all service activity
• Specialized reporting and analysis
• Discounted pricing for support, training, consulting services, and additional OEM products

Additional Information

In this public sector offering, DLT engineers provide Level 1/Level 2 certified technical support, have access to the software providers' Level 3 engineers for priority case escalations, and maintain ownership of case data and logs to ensure U.S.-soil stateside data containment. The DLT Engineering staff works 5,000 + cases a year, with an average customer satisfaction rating of 98.5%. **Visit dlt.com/css to learn more.**