

Infinigate Service Portfolio

TECHNICAL SERVICES



PRESALES CONSULTING

Our experts answer your technical or architectural questions or assist you on-site at your customer.



DEMO / POC GUIDANCE

For projects, demos or evaluations we provide you the necessary test devices or trial licenses. On request, we also accompany longer test periods (PoC).



POSTSALES SUPPORT

For a large part of our portfolio, we can assist your technical department by providing fast, competent, multilingual support for solutions purchased from us.



DIRECT SUPPORT FOR END CUSTOMERS

On request, we support your end customer directly with any issues that might occur with solutions sold to him by you. We keep you in the loop and ensure high customer satisfaction.



INSTALLATION & CONFIGURATION

We assist you during the whole installation and configuration process of new or existing solutions or even take these over completely and ensure a smooth implementation. Any complications and pitfalls that may occur are competently avoided.



CONFIG REVIEW / SYSTEM OPTIMIZATION

You have deployed security solutions from Infinigate. Our specialists assist you with testing and reviewing the configuration as well suggesting or directly performing further optimizations.



WIFI SITE SURVEY

We create a professional wireless concept and layout plan including a documentation, which is individually tailored to your customer's needs.

TRAINING SERVICES



CERTIFICATION TRAININGS

We train your staff to attain the necessary certifications for partner program requirements.



TECHNICAL WORKSHOPS

If practical knowledge is more important to you than certifications, our technical workshops are just the right format for your technicians to expand and transfer their knowledge.



SECURITY AWARENESS

We create awareness, improve IT security and make it measurable. In addition to the appropriate trainings, we ensure sustainability with phishing campaigns, USB-Drop or social engineering modules tailored to your customers' needs.



SALES EDUCATION

In addition to technical trainings, we regularly organize sales training and webinars on current IT security topics.

MSP SERVICES



ENTRY INTO THE M(S)P BUSINESS

Save time, money and nerves: With the help of our experience, you can set up the right infrastructure for efficient, reliable and highly automated managed (security) services without any detours - from concept to billing.



OPTIMIZATION OF THE MSP BUSINESS

Optimize your managed services offering with the help of our expert seminars, contract templates, and many other templates. Our experts can also help you design internal processes such as MSP business plans or compensation models for your employees.



MSP SOLUTIONS CONSULTING

We support you in finding the right managed security solutions for you - from the scope of functions to the licensing model to seamless integration with automated billing.



SUPPORT FOR YOUR MSP PROCESSES

Infinigate MSP partners have access to our MSP portal. Consumption overviews, usage reports, monthly billing and central license management are just a few of the functions available to you (via API if desired) to optimally support your MSP processes.

VICES



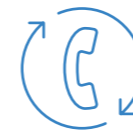
TELESALES / LEAD GENERATION

We generate end customer leads for you on a campaign-related or permanent basis or support you in customer acquisition for events. On request in your name or in combination with one of our manufacturers.



MARKETING CAMPAIGNS

We help you define and implement a lead to cash process tailored to your needs.



RENEWAL SUPPORT PROCESS

We ensure a well-coordinated recurring revenue process. You receive individual renewal offers on current status and successor SKUs if the initial SKU is no longer available.



EVENTS

We support your marketing team in the organization and coordination of involved manufacturers. Furthermore, we have an extensive network of suitable speakers on various topics.

CHANNEL FINANCE SERVICES



CREDIT LIMITS AND PROJECT FINANCING

Whether it's an extension of the payment term, a project-by-project or temporary increase in your credit limit, all the way to open and silent assignment. These instruments give you maximum flexibility in your business.



PRE-FINANCING OF MULTI-YEAR ORDERS

Secure the manufacturer's top conditions for multi-year orders and / or grant your customers the required payment periods (annually / quarterly).



FOREIGN CURRENCY SETTLEMENT

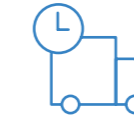
Avoid currency risks or unnecessary surcharges through the entire distribution chain from end customer to reseller, distributor and manufacturer.



INTERNATIONAL BUSINESS

We support you with our tax know-how in foreign transactions such as direct intra-community deliveries as well as in non-EU countries. If you wish, we can also take care of customs preparations and the EM-BARGO check as a safeguard.

DISTRIBUTION SERVICES



DELIVERY & LOGISTICS

From direct delivery to your customers to our private labeling service, where we deliver directly to the end customer on your behalf. Due to our high stock availability, we also offer same-day shipping for many products.



ROLLOUT SERVICES LOGISTICS & EXPORT

We store goods for you in larger rollouts to secure supply chains and availability for you. International direct deliveries are also part of our scope of services (see Financial Services).



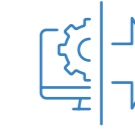
ROLLOUT SERVICES CONFIGURATION

Have hardware preconfigured on request. We take over OS as well as firmware changes, installation of extensions and much more, which is often not offered ex works by the manufacturer.



ADVANCED HARDWARE REPLACEMENT (24X7X365)

We offer extended exchange SLAs for specific projects. Up to 24x7x365 within 4 hours in Germany. Also internationally we can enter SLA's through on-site warehousing.



AUTOMATION OF YOUR PROCESSES

We provide price lists and product information in various formats and via online portals. If necessary, a connection to your ERP systems via APIs is also possible.

Partner World & Shop



Infinigate Partner World is a platform where you as a partner can easily organize and manage your business with us: In the store you can order the products of selected manufacturers directly.



infinigate.ch/Services/

Infinigate (Schweiz) AG
Grundstrasse 14
CH-6343 Rotkreuz

T +41 41 799 01 01
info@infinigate.ch
www.infinigate.ch



© Infinigate 06/2021

