

Your National Solutions Provider

For the Entire Health IT Lifecycle



CONVERGED
DATA CENTER



CLOUD



SECURITY



MOBILITY



NETWORKING



SOFTWARE



LIFECYCLE

OUR MISSION IS TO CONNECT PEOPLE WITH TECHNOLOGY THAT:

» Enhances growth » Elevates productivity » Empowers innovation

Connection™
we solve IT™



Why Connection?

- › We are a financially stable, Fortune 1000 company
- › We offer complete solutions and services designed to improve operations and increase the value of IT
- › We employ the most highly trained, experienced IT professionals in the industry
- › We strive to understand your needs and to create solutions that adhere to your requirements and budget
- › We serve as a trusted extension of your IT staff
- › We are relentless in our commitment to exceeding your expectations

SINCE OUR FOUNDING in 1982, Connection has set the standard for customer service in the IT industry. Our team strives to create a foundation for long-lasting and rewarding partnerships. We offer expert guidance, exceptional service, and innovative strategies to empower you to make informed IT investment decisions.

A collaborative approach to the design, deployment, and support of technology has fueled Connection's growth and earned us the reputation of trusted advisor to our customers.

Connection[™]
we solve IT[™]

›› To learn more about our services available to support your IT projects, contact an Account Manager or visit www.connection.com/Services

Healthcare Solutions
1.800.395.8685

TRUSTED SUPPORT FOR THE Complete IT Lifecycle

As a leading National Solutions Provider, we connect people with technology that enhances growth, elevates productivity, and empowers innovation. Our Technology Solutions Group will partner as an extension of your team to:



Enhance YOUR GROWTH

We help our customers leverage technology to gain a competitive advantage in their industry. Our Assess, Design, Implement, and Manage (ADIM) approach to solution design ensures we fit the best solutions for your unique requirements.

Let us customize your solution, and then help you extract the full value from your IT investments.



Elevate YOUR PRODUCTIVITY

The work we do helps our customers improve their data centers and IT operations. We enable IT teams to deploy innovative, time-saving solutions to increase productivity, increase agility, and move quickly to better serve constituents.

Leverage the know-how of our team, so you can implement IT that improves your service levels.



Empower YOUR INNOVATION

With our guidance, customers break free of the paradigm where 70% of IT budgets go to maintenance. We deploy innovative approaches to IT challenges—flash storage, hyper-converged infrastructure, and cloud computing—that optimize IT operations.

Partner with us and discover new ways to increase the ROI of your investments.

A Solutions Approach, Focused on Your Needs

Every successful engagement begins with trust. Our teams engage customers with a solutions approach that fosters deep relationships based on trust and exceptional service. We help customers navigate the technology landscape and address their changing business needs and challenges, on time and on budget. Everything we do is geared toward meeting your needs today and planning for your needs tomorrow.

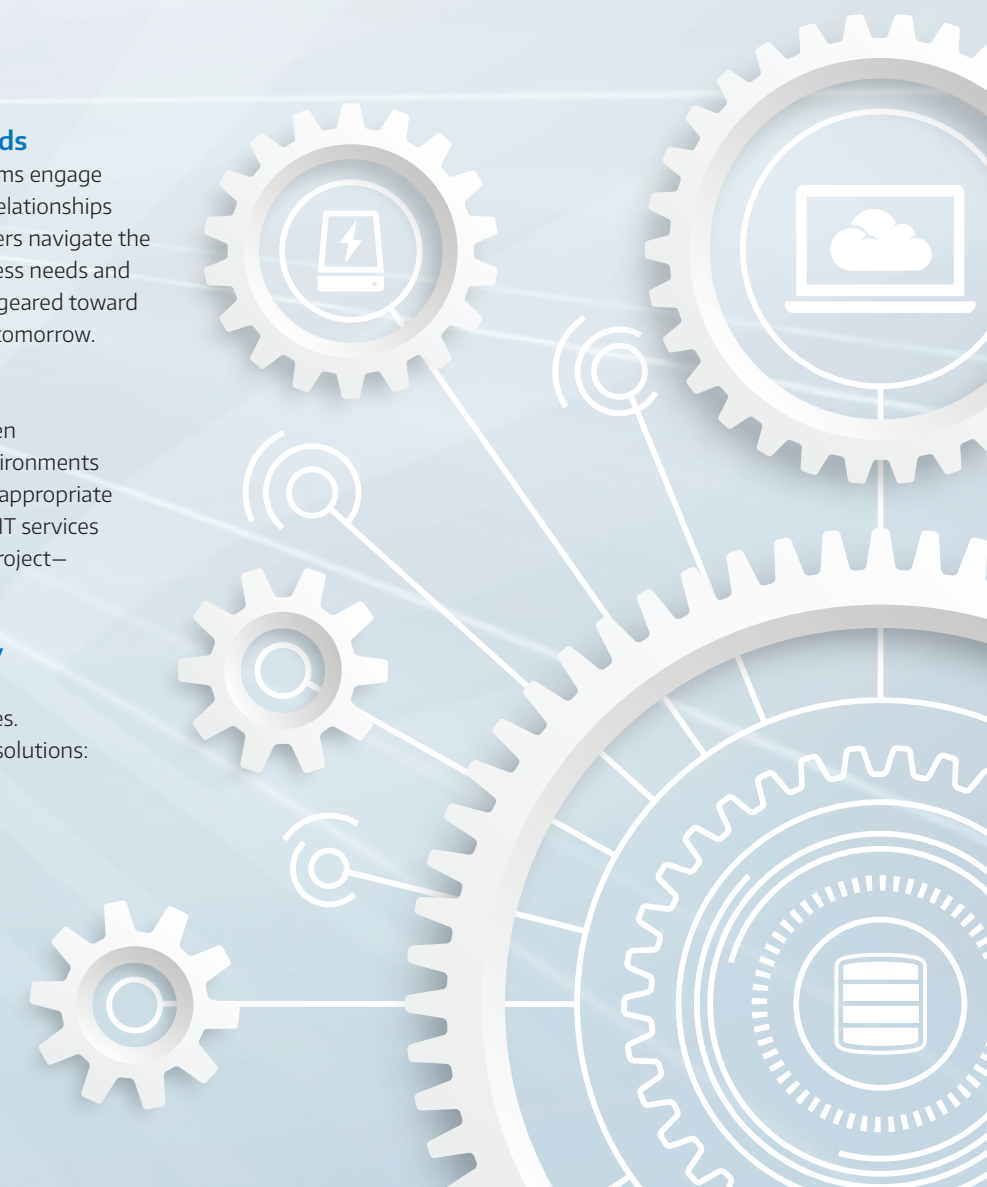
The Power of Our Practice Expertise

Our technology practices work in concert to create proven implementations. We have seen countless customer environments and have the experience to selectively employ the most appropriate solutions for your needs. We deliver robust professional IT services and support to ensure the successful delivery of every project—no matter how big or how small.

Results through Quality ADIM Methodology

Our teams are trained to assess, design, implement, and manage technology with industry-leading methodologies. This comprehensive approach ensures your technology solutions:

- Maximize your efficiency and cost savings
- Are tailored to the exact needs of your environment, users, and goals
- Leverage the latest technologies available
- Continue to deliver the results you want day after day, month after month





Converged Data Center PRACTICE



Cloud PRACTICE

Our Expertise

Connection has qualified experts and experience implementing a breadth of data center solutions for customers of all sizes across diverse industries. Our Converged Data Center Services make it easy to adopt and implement the industry's highest performing infrastructure technologies to keep data centers running efficiently and effectively. Resources can be allocated and used based on analytics whereby workflows and workloads are directed to best serve the business need at any particular point in time. When optimized, organizations can attain new levels of agility and flexibility across all domains of the data center including servers, virtualization, and storage. This is the era of the software-defined data center, and our team can help you realize both the vision and the benefits.

Private and Hybrid Cloud

An on-premises virtualized data center, built and run by your healthcare organization, can be upgraded into a private cloud environment. A true private cloud environment builds from traditional server virtualization and offers distinct attributes of cloud models: pools of compute resources, broad access to data, rapid scalability, self-service provisioning, and the ability to measure usage. Integrate that capability with an off-premises, hosted cloud solution, and organizations can benefit from expanded resource pools for burst, proximity, and budgetary benefit.

Converged Infrastructure

Integrated server, storage, networking, and virtualization platforms are emerging as the modern option for maximum performance and cost efficiency to address today's demanding workloads. Let our team lead you through the planning, integration, and guide the implementation of one of these high-performance platforms to better serve your organization.

Data Protection and Business Continuity

Insulate your organization and your patients from technology failures, natural disasters, and unplanned outages before you have to recover from an unexpected event. Our experts will design a world-class business continuity plan to keep your most critical systems and workloads available—even when disaster

occurs. Our team can help you assess the factors to consider how to design your plan and the best technology to implement to achieve continuity in your systems and more importantly, your care.

Enterprise Disk Arrays and Storage Networking

Healthcare data is a valuable asset. But the increased amount of data requires efficient, reliable, and cost-effective storage solutions like never before for health organizations. Our team of experts can ensure that you leverage the right storage tiering, classification, and investments to fuel your infrastructure with the data it needs to operate. Whether you want to build a new storage environment or add to an existing one, we can help.

Server and Desktop Virtualization

To develop and roll out a virtualization strategy that helps you maximize data center efficiency and user satisfaction simultaneously is a monumental challenge. Our team of experts has implemented virtualized data centers for organizations of all sizes and with widely varied requirements. Whether you start with our virtualization workload assessment, adopt end user computing virtualization, or pursue a software-defined data center vision, let our experts lead you with strategies proven to maximize your investment.

Converged Data Center Solutions

FEATURED PARTNERS:

Brocade

Cisco

Dell EMC

Hewlett Packard Enterprise

Nutanix

SimpliVity

Symantec

Veeam

VMware

Our Expertise

Connection has qualified experts with years of experience who provide a personalized engagement with customers to build the right hybrid and public cloud solutions. Our team helps you discern the factors that should drive the identification and prioritization of providers that can best host your workloads. Combine the attributes of public cloud capacity with high-performing network connectivity and the option to co-locate legacy or proprietary hardware, and optimal possibilities evolve. That's where our team excels—we give you options for delivering a next-generation IT strategy.

Cloud Storage and Disaster Recovery

With an on-premises data center connected to the storage pools or replication services of a public cloud provider, you get a tiered and resilient data protection strategy. Whether your goal is redundancy, primary off-site storage, or a new storage pool for the delivery of a new application, our team will design a solution to accomplish every facet with one of our many public cloud storage partners.

Desktop as a Service (DaaS)

Don't be intimidated by the idea of mobile workforce computing solutions powered by VDI technology. We will simplify it for you. Our team can help you identify the best platforms, approach, and implementation strategy to put the power of hosted desktops to work for your users.

Unified Communications as a Service (UCaaS)

Any technology adopted over the past two decades is now obsolete or will be very soon. The traditional PBX phone system is a perfect example. As organizations seek to replace their aged communication infrastructures, they quickly realize that new ways of delivering telecommunication technology can enhance employee productivity and the customer experience. Our cloud team can guide you through the transition. Let us guide the process to evaluate and implement a hosted UCaaS solution that will meet your unique needs.

Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

Any organization on a path to fully migrate to the cloud or a new platform to build their next application must make critical decisions. It begins with consideration of the SMAC stack (social, mobile, analytics, and cloud). Our team is well versed in this area and prepared to help navigate the factors that will lead to proper selection—the right architecture and the most appropriate provider.

Connectivity

To develop and implement a connectivity strategy that provides your organization's users and applications with the bandwidth and redundancy to keep the business running is a daunting task. Couple that challenge with the ability to keep costs under control and manage the network interface effectively, and you face a substantial challenge. Our team has helped customers design resilient, cost-effective networks regardless of environment size or requirements. Put our knowledge to work for your organization.

Colocation

Colocation can provide you with additional or alternate space in which to run your most critical workloads. Our tier 3 colocation data center providers can deliver high fidelity data center capacity through managed data center services for your equipment. Need a better, safer, and more resilient environment? We can help you find the right facility in the right location to meet your needs.

Cloud Solutions

FEATURED PARTNERS:

8x8

CenturyLink

CoreSite

Cosentry

Datapipe

Digital Realty

EvolveIP

HOSTING

Level 3

Lighttower

Masergy

Microsoft

NaviSite

NetWolves

nScaled

Peak 10

QTS

Rackspace

RapidScale

ShoreTel

Thinking Phone Networks

Verizon Terremark

ViaWest

VMware

WestIP

Windstream

Zayo

» For more information, visit www.connection.com/DataCenterPractice

» For more information, visit www.connection.com/CloudPractice



Security PRACTICE

Our Expertise

With the continuous state of change in the global threat landscape, organizations face cyber-attacks and security breaches that are growing in frequency and sophistication every day. Our Security Practice offers solutions and services to counteract increased risk proliferation. Based on your organization's needs, environment, business processes, and security goals, our experts will provide insights to help you implement the right solutions to address your critical risks and protect your operations. As an extension of your IT team, we're committed to keeping your organization operating safely and securely.

Security Assessment and Audit

Our Security Assessment and Penetration Testing Services help prioritize where you should focus resources to reduce overall risk. We will help you better understand today's real-world threats and how they could affect your organization. A Penetration Test can uncover a myriad of vulnerabilities in any environment. It helps highlight which vulnerabilities are exploitable, which risks are critical and therefore need to be addressed with a high priority, and which items must be remediated over time. Our team identifies and understands the vulnerabilities that exist in your environment, then works with you to develop a prioritized plan to bring that risk in line with acceptable levels in accordance with compliance-based security requirements such as HIPAA, HITECH, ePHI, PCI, GLBA, and FISMA.

Security Suite Optimization

Industry data shows that more than 30% of all software security solutions are acquired in suites to aid in the unification and implementation of security policies. In other words, where one mechanism leaves off—another one immediately picks up. Since security can often be a mix of investments from multiple vendors, we frequently see areas where coverage cannot be extended and also examples where integration between vendor's products is less than ideal.

In this engagement, our team works with you to determine and document your security risks, outlines gaps in security coverage and protection, and advises you on the correct steps to take to address these risks. Our team can help ensure that whether you're using one or multiple security

providers, your environment is adequately configured and provides the protection, visibility, and oversight that your organization, users, and data require. This "Unified Security Stack" is the goal based on principles of uniform policy implementation, complete coverage and seamless security protection.

Security Governance, Risk, and Compliance

A multi-step process is needed to develop and implement a comprehensive security management plan. The first step is to have a solid understanding of your environment's security risk level. Let our experts help you identify and document all policies and controls. Then we will help validate an ongoing process to maintain compliance with those policies over time. Our team draws on years of experience and stays abreast of current threats in order to help you develop a well-documented, well-defined security program from investigation to implementation.

Managed Security Services

Does your organization know where it stands in relation to company policies and compliance controls, 24x7x365? Does your security infrastructure provide you the protection, visibility, and oversight to manage security events? Our Security Practice utilizes a proven process and industry-leading tools to continuously monitor and manage your environment. Our team will give you an accurate picture of your risk and a solid foundation to continuously protect, detect, and react to today's sophisticated and constantly evolving security threats.

» For more information, visit www.connection.com/SecurityPractice



Mobility PRACTICE

Our Expertise

Connection works with customers to extend their on-premises and on-campus IT infrastructures to the mobile experiences that today's healthcare organization's require. Our team can work with you to ensure that the necessary network infrastructure is in place all the way through to securing the data on each device to prohibit unnecessary or unacceptable risk.

Whether your requirements are small or large, we can help you develop the right solution with products and services best suited for your health environment. We support the mobile computing needs of health workers increasingly on the go. We offer custom configuration, imaging, delivery, and enhanced security solutions for mobile data and devices. A solid mobility strategy is designed to increase clinician efficiencies, enhance patient care, and can lead to better outcomes.

Mobile Readiness Survey

A successful on-campus mobile project is reliant on the wireless network that will support it. Let our team perform a full site survey to help you map out where you have the coverage necessary to succeed and where upgrade or extension of that network will be necessary to achieve success. Our team will architect a solution for you based on our findings and can deliver the full implementation for you to ensure that you don't under or overestimate what's required.

Mobile Device Security

The first step in any mobility initiative is to ensure proper security, protect corporate data, and comply with regulations. With so many different devices, products, and methods available the choices can seem complex. Our team of specialists can also help you deliver Mobile Content Management (MCM) solutions, which allow organizations to secure document distribution and mobile access to corporate documents through a native mobile app. Let us help you sort through the complexity with our diverse knowledge of today's market and products, so your employees can securely access corporate resources.

Mobile Deployment Services

Deploying a large number of mobile devices over a large territory can stress the limits of your IT organization and be very costly. Our warehouse and configuration center can make this a budget-friendly and simple exercise and provide you with an ongoing solution.

Mobile Device Management

Whether you are going with a company-owned device strategy or an employee-owned device strategy, you will need to ensure that the registration process and security policies properly govern those devices as they traverse yours and other host networks. Ranging from application delivery and device management policy all the way to user-level restrictions, our team can ensure that your MDM project is a success from day one.

Clinical Device Assessment

Our Clinical Device Assessment Service is an ideal way to refresh and deploy the technology devices required—including tablets, carts, handhelds, and barcode readers—to move your organization to a full mobile platform. Our three step process will guide you through an assessment of your current fleet, analyze your specific needs and workflows, and help you stage and execute a clinical device fair. Upon conclusion, you will have all of the information and tools necessary to select and support the right devices for your unique healthcare environment.

» For more information, visit www.connection.com/MobilityPractice

Security Solutions

FEATURED PARTNERS:

AirWatch by VMware

Aruba

Barracuda

BeyondTrust

Check Point

Cisco ISE

Cisco/Sourcefire

Fortinet

Imprivata

Intel Security

Kaspersky

LogRhythm

MobileIron

Ping Identity

Quest Software

RSA

SecureAuth

Solarwinds

Sophos

Splunk

Symantec

Trend Micro

WatchGuard

Mobility Solutions

FEATURED PARTNERS:

AirWatch by VMware

Good Technology

JAMF Software

MobileIron

PLATFORM EXPERTISE:

iOS

macOS

Android

Blackberry

Windows Mobile



Networking PRACTICE

Our Expertise

Connection has qualified experts with experience building the right networking solutions for thousands of customers. Let our in-house experts help you build a complete IT infrastructure with a solid foundation. Our services address network efficiencies, collaboration requirements, increased speed, and greater productivity. In-depth assessment, documentation, consultation, design, planning, installation, and management services are available for all networking solutions.

Network Architecture

A secure, reliable and resilient network is crucial for any entity operating in today's technology-driven world. Our Network Practice can help you develop a clear understanding of the capabilities and shortcomings of your existing infrastructure and chart a plan for remediation. Engagement goals include:

- Understand existing network infrastructure
- Find new ways to expand capabilities
- Leverage current investments

Rapid network expansion, newly acquired or merged networks, may leave you with uncertainty about your overall environment. We can dig deep into your infrastructure with a comprehensive discovery of your IT network, document its current state, and conduct a performance analysis for each appliance for a holistic view. We help identify the equipment that should be upgraded and review performance issues, such as bottlenecks.

Once issues are uncovered or known issues are identified, we provide remediation plans to fix the problems, optimize your network's performance, and increase your network capabilities. Let our experts help you define the right network architecture for your business, implement it according to proven practices, and tune it for the applications and traffic patterns that exist in your environment.

Network Access

Network access can be simplified and secured with one network, one policy, and one management architecture. Our experts will take

a holistic approach to design a network that provides wireless access that performs like wired, and effectively supports the policies that enable BYOD (Bring Your Own Device). Our Networking Practice works closely with our Security Practice to create policy-driven, on-demand access solutions with built-in security layers and will help you not only optimize your environment and resolve capacity issues but also include security measures across all domains.

Collaboration

The social, mobile, collaborative world is upon us. Regardless of job function, organization, or industry, technologies to maximize your efficiency and ability to remain engaged are essential. Our team has guided organizations through the careful selection of the right unified communication and collaboration technologies that drive innovative efficiencies. Take the journey with us to find new ways to uncover and act on information that is often scattered across your organization.

We will work together with you to unify voice and video across your organization and build upon the existing foundation of your network infrastructure. We can also help you understand how to expand your existing network footprint to support the use of video and determine if your network is ready to support the real-time traffic and Quality of Service (QoS) necessary for these types of applications. With network weaknesses identified and remediated, we'll help ensure your IT dollars produce maximum ROI while delivering high levels of performance.

Networking Solutions FEATURED PARTNERS:

Aerohive

Aruba

Cisco

Dell EMC

F5

Hewlett Packard Enterprise

Polycom

Riverbed

ShoreTel

VMware



Software PRACTICE

Our Expertise

Connection has qualified experts and decades of experience to help customers build the right solution stack for their organizations. Our team helps you discern the factors that should drive the architectural considerations that in turn should drive your investment. Today's IT strategy is focused on results, and there's no greater source than the software that manages the data and yields the insights that drive our daily work.

Messaging Platform Services

A secure, reliable, and resilient messaging architecture is an essential asset for any entity to operate in today's technology-dependent world. Let our experts help you choose the right messaging platform for your needs and implement it according to proven practices.

Whether you're migrating to Office 365, upgrading your on-premises Microsoft Exchange infrastructure, or moving from a legacy to a modern messaging platform, our team can help. Once you're up and running, we will further integrate and performance-tune it for the applications and traffic patterns that exist or may change in your environment.

Infrastructure Software Services

Software versions change often. With every passing launch, upgrade, and end of support there is opportunity, from reconfiguration to redesign. Let our team of experts show you where your infrastructure would benefit from re-architecting the design and deployment of your Windows and Active Directory services.

Once new versions of the core services are in place, continuing to leverage an old Microsoft services design is a missed opportunity. Leverage our team to show you how to get the most from your investment.

Application and Database Services

Today's information architectures are built off of the applications that healthcare workers navigate to create and manage data. That data then fuels decision-making, personalization possibilities, and ultimately the user experience. To manage growing health data, the database is at the core of applications.

Our team of experts will ensure that you've implemented your database platform in the most scalable and proven pattern. If you need performance improvements, let us perform a healthcheck to ascertain what optimization is required. For example, if resiliency and failover are your priorities, let us design and build the solution that meets those specs.

Software Solutions FEATURED PARTNERS:

AirWatch by VMware

Citrix

Intel Security

Microsoft

MobileIron

Red Hat

Sophos

Symantec

Veeam

VMware

» For more information, visit www.connection.com/NetworkingPractice

» For more information, visit www.connection.com/SoftwarePractice



Lifecycle PRACTICE

Our Expertise

Connection offers a contemporary IT Service Management (ITSM) model, which includes service desk offerings, IT staffing, remote infrastructure management, and lifecycle services. Technology deployments, refresh/upgrades, move/add/change, maintenance, management, and disposal services are available as projects or as ongoing managed services. We also maintain configuration and depot services for network and end-user assets. Our robust Project Management Office and IT Infrastructure Library (ITIL) foundation ensures operational excellence throughout every engagement. With more than 97% of U.S. zip codes available for field services, support locations, and service desk operations nationwide, we are ready to provide service anytime, anywhere.

IT Service Management

Relevant forces such as aggressive application adoption, rapidly evolving infrastructure, end-user sophistication, and IT functions at the business unit level increase constraints on IT. The resulting adverse effects include the inability to sustain governance, difficulties safeguarding infrastructure, and challenges to maintain service level agreements. However, if you evolve service desk operations to an ITSM framework—including remote infrastructure management, provisioning, and asset management solutions—you gain a first line of defense to reclaim consistent support and visibility. Our single point of contact ITSM framework has proven successful for many IT leaders. As a national IT solutions provider, Connection will function as an extension of your IT department to deliver the ITSM Solutions that give you a measurable advantage.

Our team offers decades of experience through comprehensive, yet flexible, services:

- Service Desk
- Maintenance
- Asset Management
- IMAC
- Remote Management

Technology Deployments

As a qualified extension of your IT department, we deliver lifecycle services from the data center to the desktop, nationwide. Solutions range from complete ITSM services to modular lifecycle functions, as required. Services can be executed on a per project basis or as an ongoing

managed service in a very customizable and agile framework.

Services span:

- Configuration
- Logistics
- Refreshes
- Upgrades
- Installation
- Maintenance
- Disposal
- Device as a Service

IT Staffing Services

Hiring top IT talent is a crucial ingredient in your organization's success. Finding those individuals quickly saves time and money. Connection offers a full range of Technology Staffing Services to fit every organization and environment. Our experienced staffing experts can help you recruit the best candidates for any project and any timeline. With our Contract-to-Hire Staffing Service, organizations gain the freedom to make hiring decisions with confidence. Our recruitment team works with your hiring managers to identify the skills, traits, and experience your organization requires, and then we find the best candidates for the job.

Our offerings include:

- Contract
- Contract-to-Hire
- Direct Hire
- Payrolling Services

We can provide the expertise you need to remain productive, and focused on your job—without the wait, costs, or risks of traditional hiring.

Our Lifecycle Services Delivery Model Is Your Foundation for Success:

Proven Solutions—Reliable, measurable, and flexible services throughout the engagement process

Win-Win Approach—The most flexible approach to solving IT needs and ensuring ongoing operational excellence

Fully Integrated Offerings—From discrete lifecycle projects to ongoing deliverables to managed service level agreements including service desk, asset management, refresh cycles, and remote infrastructure management

Project Management—Onboarding support, lifecycle implementation, and steady state operations in conjunction with service delivery teams

Service Delivery Support—Highly effective service accountability, ongoing service execution, and continuous improvement

Full Suite of Services—Extensive consulting, engineering, process improvement resources, and customer advocacy to leverage optimal client outcomes and customer satisfaction

WebSPOC™—This ITIL certified incident management system includes asset management, problem management, contract management, configuration management database, and overall ITSM framework

YOUR IDEAL PARTNERSHIP TO Optimize IT

CONNECT WITH OUR:



Advanced Technology Solutions

We transform technology, turning trusted brands into complete IT solutions, by adding a unique combination of IT services, expertise, and support.



Dedicated Account Teams

Our sales force is the most tenured in the industry, and they understand your environment and the external forces that affect it.



Convenient Availability

We have priority access to the biggest IT brands in the industry—granting us the ability to maximize product availability.



Rapid Response Times

Within hours of an order, we can have items picked, configured, packed, and in-flight to any nationwide location—well past typical cut-off times—for next-day delivery.



Global Procurement

We offer global procurement in 174 countries with more than 500 suppliers, allowing us to provide IT service management that's unmatched in our industry.



Industry-Leading Expertise

Our team of experts can support the assessment, design, implementation, and management of all your IT projects.



Software Licensing

Our experienced licensing team is ready to help you find licensing programs that will stretch your software budget and protect you from liability.



Premier Technology Certifications

We hold premier certifications with top vendors that allow us to offer in-demand products and expert technical service and support.



Product Authorizations

We hold authorizations with top OEM partners. This keeps us in-tune with advances in technology and enables us to offer the most sought-after products.



Custom Configuration

Our technicians perform a broad range of services at our ISO 9001:2008 certified lab, and we can deliver the next business day.



Support Throughout the IT Lifecycle

We provide a full line of IT services to maintain your infrastructure throughout the technology lifecycle, as well as customizable professional services to support the unique needs of your organization.



Efficient Procurement Tools

Our website offers an efficient procurement channel with benefits that include purchasing authorization control and the ability to connect eProcurement systems, ERPs, marketplaces, and more. We also offer flexible payment options like credit card, P-Card, Net Terms Account, and leasing programs.



Vendor-Agnostic Design

We offer recommendations that reflect the best possible outcome for your needs, regardless of vendor or brand.



Strong Industry Partnerships

Our award-winning service and deep partnerships with leading industry suppliers ensure you have access to the latest technologies and resources.

» For more information, visit www.connection.com/LifecyclePractice

» Visit www.connection.com/ConnectionDifference to learn more.

GLOBAL SERVICES:

Anywhere IT Simplified



174 Countries
with Asset Disposal Services



25,000+ IT Professionals

500+ Suppliers



1 Platform
to Simplify Global Procurement

Our Expertise

The Global Services team at Connection is well established in our industry with decades of technology experience at home and abroad. Whether you're procuring IT for a branch office across town or an office halfway across the globe, we can help. Our alliances throughout the world provide seamless solutions for your global IT needs. Our team of experts offers assessments, analysis, and technology planning and integration to help you simply and seamlessly manage and enable global procurement. Turn to our GlobalServe solutions experts to help you solve your toughest procurement challenges.

Logistics

Customs inspections, missing paperwork, and local regulatory requirements can often lead to delayed product deliveries. We have a deep understanding of and experience with global logistics and supply chains and can help you navigate the challenges of getting a product from point A to point B.

Sourcing

Locating a reliable partner or IT supply chain in an unfamiliar country can create confusion and require added scrutiny. Calls to unknown suppliers with questionable reputations can add both time and risk to the process. We take the frustration out of supplier relationships. Our team has more than a decade of experience contracting with over 500 suppliers in 174 countries. We can do all the work for you.

Account Management

Organizations prefer to work with a trusted resource, and that can become difficult when you are branching out into several locations around the world. Additionally, it can be difficult to manage and update catalogs, manage end of life products, and SKU and currency conversions with global procurement. Our Data Management Team handles all the complexities of deploying your catalogs in a global environment. And, our Supplier Management Team manages all vendors in country to circumvent challenges with languages and currencies.

Acquisition Activity

Mergers inherently create a complicated web of vendors and partners around the world. As a result, companies often face redundancies, budgetary waste and missed opportunities for savings. We can help you consolidate and simplify IT procurement activities—with full discount levels that would otherwise be difficult to achieve with global procurement.

Our Solution

Organizations with an international footprint are constantly searching for simple and seamless global purchasing to streamline communication and in-country support, while staying connected to worldwide branches. Challenges span delivery inconsistencies, freight forwarding, customs, tax considerations, currency and exchange factors, warranty claims, and service. Our GlobalServe solution delivers the support you need, with four pillars of global procurement and supply excellence:

People

Delivering global solutions for over 16 years, Connection has some of the most knowledgeable and experienced people on our team. We intimately understand the complexities of global logistics and supply chain.

Process

Our digital GlobalServe solution is powered by automation, enabling billions of transaction dollars to seamlessly traverse our systems and processes. Our team is dedicated to sound processes that make our systems more efficient, enabling prompt problem resolution. Whether we are onboarding a new customer or supplier or escalating a transaction, we are dedicated to efficiency and speed.

Technology

Connection's GlobalServe solution lets you capture full discount levels that are difficult or impossible through other global procurement. Our solution runs on patented technology, enabling organizations to purchase products from multiple OEMs in multiple currencies. You can

build catalog bundles, extended catalogs, and domestic catalogs, utilize punch out and hybrid purchasing, and direct and indirect purchasing channels. Our technology makes it easy to add new equipment to a catalog and manage vendors and normalize the transaction flow in an automated fashion, regardless of geography and currency.

Supply Chain

In addition to products, we provide a broad spectrum of IT services to our customers. Our team has more than a decade of experience, contracting with a network of over 25,000 certified IT professionals. We've done all the work for you. We have all the contracts and fulfillment services agreements in place. When we create a scope of work for a new customer, it becomes an addendum to our preestablished terms and conditions with our suppliers. This lets us quickly and easily activate the supply chain around each individual customer's varying technology requirements.

For more information, watch our global procurement video online at www.connection.com/GlobalServices

Solve Your Health IT Challenges with a Trusted Technology Partner

With a reliable IT partner on your side, you can turn challenges into opportunities. A partnership with Connection will deliver value through in-depth expertise, savings, and outstanding service.

The IT marketplace is full of companies who claim to be different. Our experts can show you the Connection difference.

The TEAM

2500+ Employees

765+ Account Managers

540+ Engineering, Services, and Technical Staff

10 Years Average Tenure

The EXPERTISE

44,000 Hours of Training Annually

2500+ Professional Certifications

100s of Training Hours Per Engineer Every Year

The BUYING POWER

225,000+ Custom Configurations Completed Every Year and Growing

1600+ Technology Partners

Connection™

we solve IT™

» To learn more about our services available to support your IT projects, contact a dedicated Account Manager or visit www.connection.com/Services

HEALTHCARE SOLUTIONS

1.800.395.8685

Monday to Friday, 8:30 a.m. – 5:30 p.m. ET

Connect with us



Official IT blog



connection.com/blog