



## Avnet Technology Solutions Introduces Maintenance ServicesNow

*Avnet helps partners in the U.S. capture lost revenue opportunities related to maintenance services and increase their profitability*

**PHOENIX – January 27, 2015** – [Avnet Technology Solutions](#), the global IT solutions distribution leader and an operating group of [Avnet, Inc.](#) (NYSE: [AVT](#)), launched today a new service to help its solution provider and supplier partners renew and sell maintenance services. Now available in the U.S., Maintenance ServicesNow™ by Avnet is a customized service offered to partners to proactively engage with Avnet to sell or renew maintenance services on their behalf. By leveraging Avnet's Maintenance ServicesNow, partners will be able to ensure that their customers are up to date on their services, contracts, tools, offerings, business practices and critical change announcements.

"We've talked with some of our partners who are missing out on a significant portion of their maintenance renewals," said Larry Fulop, vice president and general manager, Supplier Services, Avnet Technology Solutions, Americas. "With Maintenance ServicesNow by Avnet, we are providing our partners a cost-effective way to maximize the profitability of every contract. Avnet acts as a natural extension of our solution providers' and supplier partners' sales teams, and we will provide them with the dedicated focus to extend and manage their maintenance services offerings."

Maintenance ServicesNow by Avnet encompasses a variety of tasks that are often overlooked around maintenance services. Avnet's expert team will outreach to solution providers' and suppliers' customers on their behalf to uncover opportunities, including those related to hardware and software renewals on existing contracts, maintenance services prior to warranty exit and contract consolidations. Additionally, the team will work to ensure that the correct end-user installed records are maintained, as well as alert the partner to any related sales opportunities.

"Customers are often not closely monitoring their service contract renewals, increasing the potential for disaster if the network fails with no coverage," said John Richard, director of Americas distribution services sales at Cisco. "This creates a great opportunity for channel partners to engage these customers on their service contracts. Avnet's Maintenance ServicesNow can help our solution providers achieve their key incentive targets and drive profitability, while ensuring our customers are protecting their IT investments long term."

"Ensuring that our clients' IT assets are maintained is a critical ingredient in meeting our commitment to delivering industry-leading software and services to our clients that create a meaningful impact on their bottom lines," said Michael Bihlmeier, president, Computer Guidance Corporation. "We've recently begun working with Avnet to help make certain that our clients' maintenance services never lapse. With Avnet focusing on these efforts, our sales and technical teams will be able to devote more time to providing additional support and services to our clients."

For more information about Maintenance ServicesNow by Avnet, visit [our website](#).

[Click to tweet](#): Avnet introduces Maintenance ServicesNow to help solution provider partners renew and sell maintenance services <http://avnet.me/17808>.

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### **About Avnet Technology Solutions**

As a global IT solutions distributor, [Avnet Technology Solutions](#) transforms technology into business solutions for customers around the world. It collaborates with customers and suppliers to create and



deliver services, software and hardware solutions that address the changing needs of end-user customers. The group serves customers and suppliers in [North America](#), [Latin America and Caribbean](#), [Asia Pacific](#), and [Europe, Middle East and Africa](#). It generated US \$11.0 billion in annual revenue for fiscal year 2014. Avnet Technology Solutions is an operating group of Avnet, Inc. For more information, visit <http://www.ats.avnet.com>.

**About Avnet, Inc.**

Avnet, Inc. (NYSE: [AVT](#)), a Fortune 500 company, is one of the largest distributors of electronic components, computer products and embedded technology serving customers globally. Avnet accelerates its partners' success by connecting the world's leading technology suppliers with a broad base of customers by providing cost-effective, value-added services and solutions. For the fiscal year ended June 28, 2014, Avnet generated revenue of \$27.5 billion. For more information, visit [www.avnet.com](http://www.avnet.com).

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