

LOGITECH SERVICES



PEACE OF MIND, DESIGNED AND DELIVERED BY EXPERTS

LOGITECH SERVICE PORTFOLIO

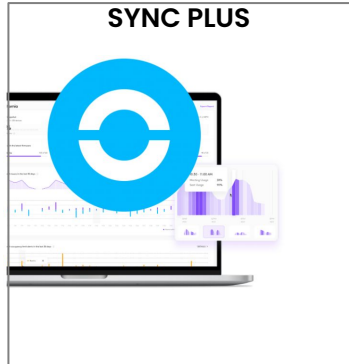
SELECT SERVICE PLAN



JUMPSTART



SYNC PLUS



EXTENDED WARRANTY



Power Up your Logitech Partnership with Services



We think we might know you a bit...

Our understanding of your priorities as a Logitech partner



Customer
success



Profitability



Growth

And this is what we hear from Customers...

Our understanding Customer Challenges



Balancing
needs



New Work
Routines



Strong
partnerships

Customers are asking for “Togetherness”

“

Meeting rooms are high visibility, they HAVE to work. That's what people are coming back to the office for.

Our own IT teams have lost trust and credibility. It's a massive challenge.

“

I don't want people to know we are having issues with some devices. They perceive it as a support issue.

“

Meeting Rooms are emotional places. If they don't work, people really get pissed off.

“

We don't have a structured approach to our support yet. It's very adhoc at the moment and that's where we are looking to improve. It lacks visibility and transparency.

“

It's complex to manage a conscious multi-vendor landscape. There's a need for clear processes and R&R.

Our Partners also work from home. Before you had the knowledge in one single location. Now they are scattered.

There's a need for a clear segregation of responsibilities. Who's in charge of what. Now it's so many components, it's a complex thing to support.



Logitech Select



24/7 SOLUTION SUPPORT



PRODUCT REPLACEMENT



INSIGHTS & ALERTS



ONSITE SPARES FOR HOT SWAP



DEDICATED CSM

And there is more...



Select is Flexible

Add devices any time
(no extra costs)

1 to 5 year options

Can be purchased any time



Select is Global

50+ markets covered
In local languages

Next Business Day RMAs

1 hour response time WW



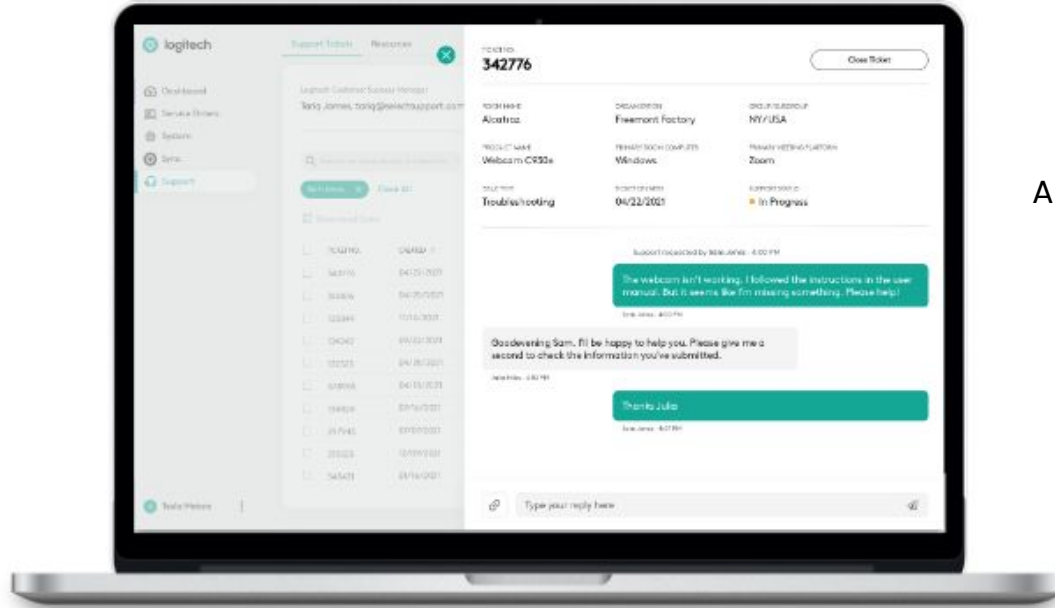
And...

Select extends any existing
warranties for up to 5 years
total

+

It can actually be cheaper to
buy Select than device-based
Warranty extensions...

Services' Portal



All Logitech Service licences are under one roof

Partner delegation & multi tenancy

Easy ticket management

Sync integration

So, how might Select benefit you?

Logitech Select benefits to you

- Growth
- Increased margin
- Recurring revenue
- Customer retention
- New business



Boosting partner revenue and margin: Real-life examples



Aerospace manufacturer

- USA -

200 rooms

Hardware transaction €1m

Select transaction €250k
(recurring)

Partner margin increased by
€80k

Upsell: 25%



Financial Corporation

- Canada -

100 rooms

Hardware transaction €500k

Select transaction €125k
(recurring)

Partner margin increased by
€40k

Upsell: 25%



Mobile Network Operator

- Italy -

50 rooms

Hardware transaction €250k

Select transaction €80k
(recurring)

Partner margin increased by
€20k

Upsell: 32%

You already sell services?...



Overview of
your services



Challenges



Extended capability -
24/7 access,
regional/global scale,
inventory and
distribution
management



Other vendor
services