



**Simple | Flexible | Reliable**

There is a tsunami of new technologies being introduced and overwhelming the market every day. Companies invest millions in these technologies, yet some experts claim nearly 40% of these technologies never get utilized or deployed as intended.

**LESS THAN 1 IN 10**  
Companies have trained staff to use new software tools causing them to use them incorrectly or not at all.

**EXAMPLE:**

Learn how to build a lab environment using automation

**LAB BUILDING ACADEMY**

**VEEAM OFFICE 365 BACKUP ACADEMY**

Learn how to protect your O365 data using Veeam

Learn how to protect your Kubernetes environment

**Kasten K-10 Academy**

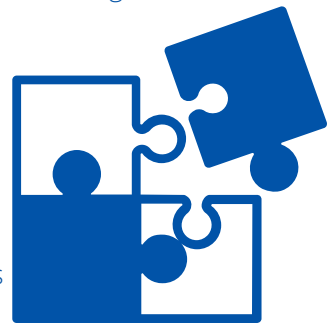
**PROBLEM:**

Whether a **Client, ISV, or Channel Partner** you expect successful outcomes. However, too frequently long implementation delays, poor coordination, communication, or timely support can lead to, app abandonment, replacement, or lackluster outcomes. Vendors are expert product developers but may struggle to adapt to unique customer environments. End users know their environment but cannot be immediate experts on new applications. Channels want to help beyond procurement but struggle with expert vendor resource supportability. Frequently lack of orchestration and resources leads to project failure or sunken cost. With mission-critical projects, there is increased risk and exposure to eventual failures.



**ANSWER:**

Application deployment should no longer be a one-size-fits-most offering. **Every business is unique in the way they operate,** ISVs can no longer afford to oversell their products and expect their customers to compensate the shortfall and become product experts overnight. Clients look to their ISVs or channel partner to execute on the value promised. Too many of these initiatives fall short. Tsunati is your product expert, educational resource, and even full-service provider. We bridge the gap that is keeping you from maximizing the returns you deserve.



**WHY US:**

We **EDUCATE**  
you on how best to work with the investment you have made

We **EVALUATE**  
your unique individual enterprise environment and assist you with proper setup



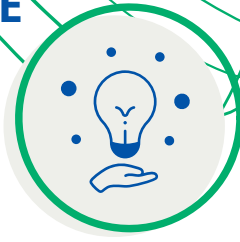
**Tsunati is a way to eliminate this conundrum**



We are happy to shoulder the burden for you or with you, whichever way you need. This can be done virtually or on premise

## EDUCATING THE VENDOR

We can educate the vendor on real-world customer use of their products.



## OUR GOALS:

Fulfill Expectations

Drive a customer-centric experience

Increase customer satisfaction

Generate more revenue

## KEEPING UP TO DATE

We leverage our own unique intelligent platform to keep the client, vendor and channel in sync. This allows the vendors to focus on the next great version of their products which is at the heart of their business. This leads to better customer satisfaction and NPS scores.



## FIELD EXPERIENCE

Our field experience and ongoing interaction with the clients allows us to ensure that expectations sold by the vendor are better realized. We help deliver the client-centric focus you advertise.



## MORE CONSUMPTION

Satisfied clients are more likely to consume more, remain loyal to the vendor's products and channel partners. Also, they will be less hesitant to expand use of other product lines the vendor offers.



## SHOULDER-SHOULDER WORK

We have your back. We will work closely with the Client, Vendor and any Partner involved to help ensure what was sold is implemented and integrated within the client's unique enterprise environment successfully.



We Deliver the

HOW



HAVE A CONVERSATION WITH US



Let's have a conversation about how Tsunati can help you to achieve your goals, solve your problems, and assist you in ensuring your data is available when you need it the most.