



Ingram Micro | Seismic Help Desk

Help Desk Features

- Simple, points-based pricing
- Domestic call center
- ITIL best practices
- Round-the-clock support by certified technicians
- Access to the eSupport Portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated ACD phone line with a script (optional)
- Call dispatch capabilities for on-site repairs

Reseller Benefits

- Contained or reduced operating costs
- IT staff is free to focus on internal, core-business opportunities
- Implementation of Seismic Help Desk services is faster than building and staffing your own help desk
- Increase customer satisfaction by providing flexible help desk services to your customers when they are needed
- 24/7/365 service
- No drain on resources, staff or infrastructure

AN AFFORDABLE ADVANTAGE

Traditionally, the choice was difficult: Do you add staff and build an infrastructure to implement your own help desk service, or do you forgo this potentially expensive option due to cost, but at the risk of customer satisfaction? Now, there's no longer a need to choose.

The Ingram Micro Seismic Help Desk makes the decision simple and cost-effective by providing an affordable, scalable, highly technical call center that allows you to lower operating expenses while providing your customers with quality product support.

By utilizing the Ingram Micro Seismic Help Desk, you can provide your end-user customers with 24/7 technical support for software and hardware products from certified, frontline-support technicians — without draining your resources.

Increase your recurring revenue by complementing your existing managed-services portfolio with Ingram Micro Seismic Help Desk. You can then free your IT staff to focus on your core business and higher-level, more profitable projects. Let our customer-friendly service-assurance team expertly troubleshoot technical issues with industry-leading internal processes.

Support Levels:

Level I | This level of help desk support provides call-answering service, troubleshooting and call logging. The help desk utilizes a populated knowledge base while attempting to thoroughly resolve the incident at the initial contact.

Level II | We'll provide additional troubleshooting scripts while using a populated knowledge base and remote-control capabilities. If a call can't be resolved, a predefined call-escalation process will follow.

Dispatch Services | Use the Ingram Micro Seismic Help Desk to dispatch your own technicians to resolve technical issues at an end-user location. Or, you can utilize the Ingram Micro Service Network (IMSN) to partner with other services providers to locate qualified technicians. This expands your geographic reach as well as containing service-delivery costs.



Resellers can choose to order the Ingram Micro Seismic Help Desk service through a point-based system or via unlimited annual calls per user.

U.S. Ingram Micro Seismic Help Desk VAR Pricing

Ingram Micro Part #	Description	VAR Price
M65261	HD setup fee	\$200
M65248	200 points	\$625
M65249	500 points	\$1,450
M65250	1,000 points	\$2,795
M65251	5,000 points	\$13,550
M65252	15,000 points	\$39,450
M65253	Per-user annual unlimited desktop, 8 a.m.-8 p.m., 25-200 users	\$110
M65254	Per-user annual unlimited desktop, 24/7, 25-200 users	\$140
M65257	Per-user annual unlimited answering service, 24/7*	\$75
M65258	Dedicated toll-free number (VAR greeting)	\$1,000
M65259	Dedicated toll-free number (end-user greeting)	\$1,000
M65260	Annual renewal for dedicated toll-free lines	\$500
M65262	Seismic professional services, hourly**	\$125
M65264	Custom on-hold messaging (one-time fee)	\$500
M60314	Level I – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 0-24 users	\$120
M60316	Level I – Per-user annual unlimited desktop, 24/7, 0-24 users	\$145
M60315	Level II – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 0-24 users	\$155
M60317	Level II – Per-user annual unlimited desktop, 24/7, 0-24 users	\$180
M65253	Level I – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 25-200 users	\$110
M65254	Level I – Per-user annual unlimited desktop, 24/7, 25-200 users	\$140
M60318	Level II – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 25-200 users	\$145
M60319	Level II – Per-user annual unlimited desktop, 24/7, 25-200 users	\$170
M65255	Level I – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 201+ users	\$90
M65256	Level I – Per-user annual unlimited desktop, 24/7, 201+ users	\$125
M60320	Level II – Per-user annual unlimited desktop, 8 a.m.-8 p.m., 201+ users	\$120
M60321	Level II – Per-user annual unlimited desktop, 24/7, 201+ users	\$155

* 25-user minimum

** Includes custom application training, data or system integration and on-site discovery. Eight-hour minimum if on-site services requested.

Ingram Micro Seismic Help Desk Points Matrix

Call Type	Points
Answering service/call routing	5
Desktop application	8
Digital signage	8
Internet/network connectivity	10
Retail POS equipment	10
Desktop peripheral hardware	12
Desktop operating systems	14
Servers	25
Network infrastructure	30
Tier II support (Microsoft, Novell, Citrix Systems)	25
Tier III support (Cisco Systems)	35
Dispatch and on-site case management	25



Ingram Micro Seismic Help Desk Supported Products List

SUPPORTED SOFTWARE LIST

DESKTOP APPLICATIONS

Adobe Acrobat	Microsoft Excel	Microsoft Word
Citrix ICA Clients for Windows	Microsoft FrontPage	Microsoft Works
IBM Lotus Notes Client	Microsoft MapPoint	Symantec Norton Antivirus
IBM Lotus SmartSuite for Windows	Microsoft Outlook	Symantec PC Anywhere
Interact Commerce ACT! for Windows	Microsoft PowerPoint	Symantec WinFax Pro
McAfee Virus Scan	Microsoft Publisher	WinZip Computing WinZip
Microsoft Access	Microsoft Visio	

DESKTOP OPERATING SYSTEMS

Microsoft Windows 95/98/Me/NT 4.0/2000/XP/Vista

MICROSOFT SERVER SUPPORT

Microsoft Windows NT/2000/2003 Server	Microsoft Internet Security and Acceleration Server	Microsoft SQL Server
Microsoft Exchange Server	Microsoft Small Business Server	Microsoft Systems Management Server
Microsoft Application Center Server	Microsoft Commerce Server	Microsoft Content Management Server
Microsoft BizTalk Server	Microsoft SharePoint Portal Server	Microsoft Virtual Server
Microsoft Windows Storage Server		

NOVELL SERVER SUPPORT

Novell BorderManager 3.7	Novell eDirectory 8.7	Novell Netware 3x - 6.5
Novell Client for Windows	Novell GroupWise 6.5	Novell ZENworks

CONNECTIVITY

3Com	Citrix Systems	Extreme Networks	Proxim
Cisco Systems	D-Link Systems	Linksys	

Note: Custom applications can be supported with appropriate troubleshooting documentation.

SUPPORTED HARDWARE LIST

3Com	Epson	Juniper Networks	Sony Electronics
Acer	Extreme Networks	Lexmark	Tektronix
Aladdin Systems	Gateway	Micron Technology	Toshiba
Brother	Hewlett-Packard	NEC	Viisage
BlackBerry	Hypercom	Palm	WatchGuard Technologies
Cisco Systems	IBM	Proxim	Xerox
Dell	lomega	SonicWALL	Zebra Technologies

Note: Ingram Micro Help Desk will support any computer based on Intel and AMD processors or work-alike running a current or recent version of Microsoft Windows 9X/Me/NT/2000/XP/Vista, Novell Netware, and their back-office applications. Equipment may be in or out of warranty. All software supported by the Ingram Micro Seismic Help Desk is the current version and two versions back. The products and company names listed are trademarks or registered trademarks of their respective companies.

Ingram Micro reserves the right to make changes to the list of supported products without notice at our sole discretion.

If you don't see your brand listed, please contact the help desk for support approval.

For more information about any of the services offered by the Ingram Micro Services Division, visit www.ingrammicro.com/seismic or call the Ingram Micro Services team at (800) 705-7057. For questions about our services, e-mail services@ingrammicro.com.



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