

WE KNOW COLLABORATION



INTEGRATION Services

When it comes to networking success, you won't find better partners than Cisco and Ingram Micro. Together, we provide world-class Cisco networking solutions, tools and resources to dramatically boost sales, expand business reach and drive profitability.

So whether you're new to selling Cisco, or have been selling networking solutions for years, Ingram Micro has all the support you need to create and sell end-to-end solutions that work the way they should — right from the start.

Ingram Micro can configure Cisco's products.

- Flat-rate fees on infrastructure (\$41 per unit)
 - Including switching, routing, security, wireless
 - CME bundles
- Service includes
 - Material inserts
 - IOS software installs (latest patches) or version requests
 - Hardware installs, memory, flash, blades, WICs and other components
 - Customized asset tagging (for extra fees)
 - IP addressing and other setup as provided by customer

- All orders are reviewed by our Cisco engineers before production
- Diagnostic testing to assure functionality and reduce DOAs
- Millington Integration Center
 - ISO 9002 Certified
 - Manufacturer Service offerings such as Smartnet
 - ASN Certified

Partner Benefits

- Frees up your IT resources
- Ensures your customers get the exact IOS they need
- Enables your engineers to focus on revenue-generating opportunities
- Significant cost savings and increased profitability

Integration Services Contact Information

(888) 376-9757, ext. 24034
cfigspecusa@ingrammicro.com

WE KNOW COLLABORATION



TECHNICAL Support

Gain access to cross-trained certified engineers with Ingram Micro Technical Support. One phone call connects you with hundreds of technologies and IT solutions that help you sell more and close the deal.

Not only does Ingram Micro have the largest, best trained and most experienced technical support staff in the industry, it also maintains a team of knowledgeable, certified technicians who specialize in Cisco.

Highlights

- More than 20 Cisco certified and specialized technicians, CCIE on staff
- Over 10,000 Cisco calls serviced each month
- Solution-focused with multi-vendor support
- Sales enablers
- Pre-sales resources
- Network design assistance
- Configuration assistance

Ingram Micro Seismic Managed Services

Managed Services: Ingram Micro Seismic

Ingram Micro Seismic enables you to deploy a rich portfolio of managed services designed to increase your revenue and profit, improve customer satisfaction and deepen your market reach — all with minimal upfront investment.

We provide the infrastructure and support so you can reduce the startup time and expense typical of most in-house deployments. All Seismic services can be purchased together or separately. Seismic's growing services portfolio is designed to complement many of today's leading managed services platforms.

Why Seismic as Your Managed Services Solution?

It's Reliable, Convenient and Scalable

By partnering with Ingram Micro Seismic, you can offer a complete managed-services solution from one source. The complementary nature of these services

- Troubleshooting
- More than \$1.5 million of Cisco gear in support labs

Advisory and Consultative Services

- Technology Solutions Engineers
 - Focused on creating competency with technology in security, networking, wireless, document management, storage, digital signage and IP communications
- Technical advisors ready to fit technology to client business needs
- Can provide partner sales-enablement training, design assistance and technical consultation
- Available to assist with end-client-facing opportunities and events
- Helps expand your technical reach

Technical Support Contact Information

(800) 445-5066, ext. 24041

and their interoperability enables you to deliver more cost-efficient, high-quality integrated services to your customers.

- Create recurring revenue streams from high-margin service offerings
- Scale your services portfolio without related infrastructure costs
- Improve your service business processes
- Improve customer satisfaction and service-level agreements
- Increase profitability through recurring revenue
- Become more entangled in your customers' businesses
- Proactively recommend beneficial projects or a product refresh

www.ingrammicro.com/seismic

WE KNOW COLLABORATION



Ingram Micro Services Network (IMSN)

The Ingram Micro Services Network (IMSN) is a world-class IT service-delivery organization that provides pre- and post-sale professional and consultative services in more than 800 North American markets.

Professional Services Partnering

When you partner with the IMSN, you gain the power to win more business by instantly expanding your geographic coverage and scope of technical capabilities. With our assistance, you'll never have to walk away from another deal because you lack the technical or geographic resources to handle it.

Member Benefits:

- Secure partnering opportunities
- Increased profitability
- Lower service-delivery and training costs
- Expanded geographic reach
- Successful implementation of technology solutions
- Easily managed service cases through IMOnsite

www.ingrammicro.com/services

IT Staffing Solutions

With Ingram Micro IT Staffing Solutions, you get affordable access to the resources you need to expand your business, increase your profits and meet demand for on-site technology services. Our recruiting and placement services will locate trained personnel you can leverage on a project-based, temp-to-hire or direct-placement basis.

IT Staffing Solutions services include:

- Résumé search and review
- Technical screening
- Background and reference checks
- Interview scheduling
- Payroll processing
- Ongoing quality control

www.ingrammicro.com/services

Connect and Grow. ingrammicro.com/cisco

