



Ingram Micro **RESELLER SERVICES PORTAL (RSP)**



DEVELOP A SUCCESSFUL SERVICES BUSINESS

Ingram Micro's exclusive Reseller Services Portal (RSP) allows you to develop and manage a successful, recurring services-annuity business. It's a free, online services contract-management tool that provides visibility into your customers' service life cycles. Available to all U.S. customers, the RSP allows you to track, register and identify renewals.

What's in it for you?

- Cisco Service contract-renewal tracking system
- Uncovered asset opportunities
- Service-lookup utility tools
- Centralized service contract registration
- **New** — Ability to create new and renewal quotes and transact orders for Cisco SMARTnet services

Service Contract Renewal-Tracking System

Participating manufacturers: ADTRAN, Cisco, HP, IBM

You can use the RSP to track the service contracts purchased from Ingram Micro, and view when they're up for renewal. Detailed data that includes hardware asset, service-contract number, end-client data and recommended-replacement SKUs are provided in one convenient location. Use this tracking tool to generate new, actionable sales leads for your own customers.

Benefits:

- One central database for your service contracts
- Renewal tracking capability with e-mail notifications
- Generate new sales leads
- Opt in for e-mail notification

Centralized Service Registration

Participating manufacturers: ADTRAN, HP

Register your service contacts and eliminate the hassle of registering on multiple manufacturer sites. All service contracts are centrally located in a single, consistent format for each participating manufacturer. Records are automatically sent to

the manufacturer for verification, resulting in immediate service deployment for customers.

Benefits:

- Register service contracts on one site, in a single, consistent format.
- Records are automatically transmitted to the manufacturer for verification.
- Immediate service deployment is enabled for your customers.

Uncovered Asset Opportunities

Participating manufacturers: ADTRAN, Cisco, HP, IBM

You can access the RSP to identify the hardware you've purchased from Ingram Micro without a service contract, then use that data to facilitate coverage opportunities at a later date. Expired contracts are also visible; use this data as a product-refresh sales opportunity.

Benefits:

- Your history and service-contract details are all in one place.
- Turn expired service contracts into new sales.

Service-Lookup Utility Tool

Participating manufacturer: Cisco

This valuable tool allows you to look up a Cisco hardware product or part number and view a list of compatible SMARTnet service contracts to expedite service quotes and transactions.

Benefits:

- Save time researching service contracts
- Speed up service quotes and increase customer satisfaction
- No need to access multiple sites

The RSP Is Available, Free of Charge, to Any U.S. Customer.

Start saving time and increasing revenue today by visiting the RSP at ingrammicro.com/resellerservicesportal.

Free RSP training | Attend free RSP-navigation training. Go to ingrammicro.com/resellerservicesportal to register for a biweekly training session at your convenience. When you register, you'll receive your password. Or, call (866) 490-1304 or e-mail servicenow@ingrammicro.com to request a password today.



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