



IMSN Features and Benefits

This exclusive service organization is not only valuable to your customers, it also represents lucrative opportunities for your company. Join the IMSN and enjoy these benefits:

Quality

- Services delivered by professional solution providers
- Service-level agreements for guaranteed quality
- Compliance monitoring
- Customer-satisfaction ratings and quarterly report cards

Consistent Service Delivery

- Single point of contact for North American service management
- Standardized pricing with prenegotiated rates
- Billing and invoicing controls

Trusted Partnerships

- Noncompete and nondisclosure agreements
- Peer review process
- Member code of conduct

IT Staffing Solutions Services

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

Manufacturer Support

- Free or discounted manufacturer training programs
- Authorized-service-provider status granted through blanket agreements
- Warranty reimbursements

Call Management Center

- 24/7 support
- Case dispatch, management and tracking
- Increased productivity via automatic notification and escalation
- Easy, real-time member collaboration
- Robust reporting capabilities

IMSN WORLD-CLASS IT SOLUTIONS

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. Through a unique solution-provider-delivered services model, the IMSN allows Ingram Micro partners to expand their technical capabilities, managed services practice, and geographic coverage, deploy multimanufacturer and multilocation service projects, and better support their end-user customers.

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. Leverage the advanced professional service infrastructures of more than 800 of the IT channel's best solution providers.

The IMSN is an excellent way to explore new markets and opportunities. By partnering with other members who specialize in a range of technologies, you can easily deliver extensive technology solutions in high-demand and growth areas.

Technology Experts

Within the IMSN we have identified experts within key technologies who can assist solution providers and help them win new business. Whenever a technology is outside of your company's core competencies or if the necessary resources are not available, our Technology Experts can be leveraged by both members and nonmembers of the IMSN.

Technology Experts are qualified and identified by the following categories:

- Digital Signage
- Voice over IP (VoIP)
- Business Continuity
- Virtualization
- AIDC/POS
- IP Video Surveillance



If your company is generating additional service business and would like to be identified as an expert within one of these technologies, visit www.ingrammicro.com/imsn to learn how to qualify and be identified as a technology expert within the IMSN.

IMSN Capabilities

The IMSN has more than 15,000 technicians at more than 800 solution-provider locations, all of whom work together to deliver a range of valuable services. Every IMSN member maintains the highest technical certifications and customer-satisfaction ratings, enabling them to deliver an unparalleled quality of service across North America in markets both large and small.

Our capabilities include:

- Application development and custom programming
- Desktop, server, and printer installation and maintenance
- Enterprise storage and content management
- Network design, cabling and data center build-out
- Security and vulnerability assessments and consultations

IMSN Project Deployment Services

Large-scale technology projects can intimidate even the most experienced and capable solution providers. There are so many details to keep track of that it's easy to get overwhelmed by the complexity of it all. Luckily, there's a simple solution to this difficult problem: Ingram Micro Services Network (IMSN) Project Deployment Services.

With more than a decade of experience in handling technology rollouts of all sizes, the IMSN is the ideal support partner as you pursue, win and deploy large projects throughout North America. When you need to deal with multiple manufacturers and complicated technologies at geographically diverse customer locations, we're there to help keep everything under control — and keep the project

IMOnsite: The IMSN's Web-based IT Services Platform

IMOnsite is a state-of-the-art, web-based management solution that powers the Ingram Micro Services Network. Partnering with other VARs for professional services can be done with a single solution that offers 24/7 accessibility from any internet connection or handheld device, and seamless integration with pre-existing IT services-management software platforms.

IMOnsite users can find partners according to geography and technical skill set. They can also send work orders to those partners and bill cases automatically.

moving along smoothly and efficiently. Also, because cost is so often a deciding factor in whether a bid is won or lost, we offer flexible pricing as well as assistance in finding partners who can keep the total cost within your customer's desired budget. Our services include:

- Pre-sale support
- Bid and professional assistance
- IT staff augmentation
- Project team creation
- Project scoping assistance
- Documentation and communication
- Dispatch and logistics
- Progress tracking
- Escalation and change management
- Troubleshooting and best-practice sharing
- Billing and work order approval
- Quality control measures and reports

For More Information

To learn more about the Ingram Micro Services Network, call an IMSN representative at (714) 566-1000, ext. 24896. To contact the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, or e-mail services@ingrammicro.ca.