



The IMSN Project Deployment Process

Pre-Sale Support

- Requirements assessment (e.g., skills, technicians), geographic coverage, resources and procurement.

Project Scope & Design

- Statement of work templates, scope review, determination of deliverables, pricing and proposal, task assignments.

Team Development & Project Planning

- Scheduling, logistics, team communication, documentation.

Project Deployment & Execution

- Case creation and dispatch, progress tracking and monitoring, sharing of best practices, work-order changes, escalations and problem-solving.

Project Completion

- Work-order approvals, billing, end customer sign-off

Summary, Analysis & Reporting

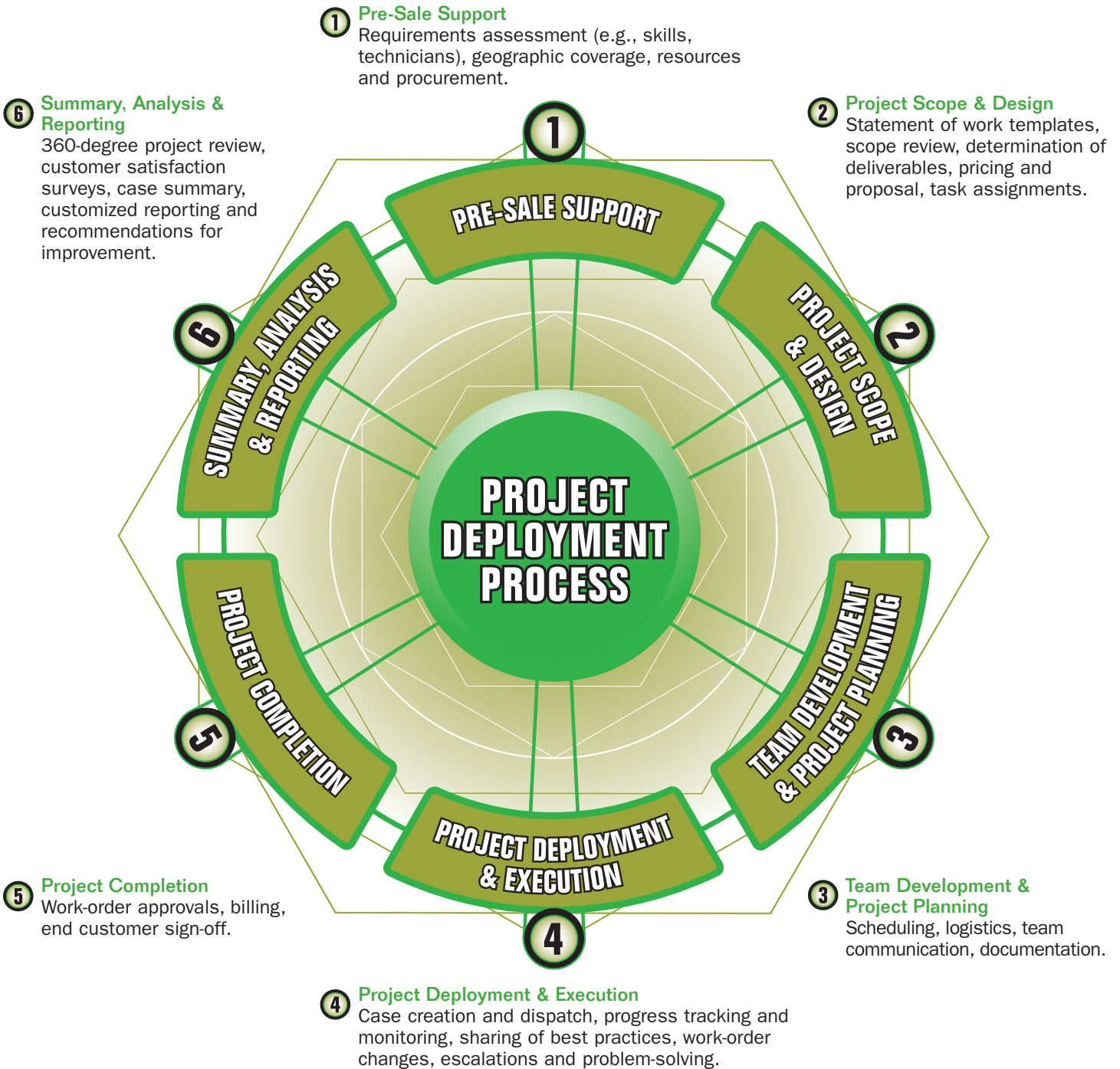
- 360-degree project review, customer satisfaction surveys, case summary, customized reporting and recommendations for improvement.

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

- Pre-sale support
- Bid and proposal 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 measure and reporting



CONTACTS
Project deployment services are simple to use and available to all IMSN members. So if there's a large opportunity on your horizon, don't wait — contact our project coordinators today. With our help, it may just be the easiest and least stressful project you've ever completed. For more information call a IMSN project manager at (714) 382-4896.