



Want to efficiently offer on-site support and installation services?

Now you can:

- Offer virtualization assessment and delivery services
- Deploy multiple PCs and servers in several locations
- Design and implement SANs
- Place portals (SharePoint)
- Provide antivirus protection and spam filtering
- Offer racking, power and cabling
- Incorporate a help desk
- Provide assessments for:
 - Asset discovery and documentation
 - Backup and storage
 - Compliance audits (HIPAA, SOX, SAS 70 and ITIL)
 - Data-center infrastructure
 - Network infrastructures
 - Software compliance
 - System infrastructures
 - Wireless sites

We also provide support for your IT staffing needs. Supply your location, a job description or skill requirements and the target rate you want to pay, and we'll handle the rest. This leaves you free to focus on your core business.

ON-SITE PROFESSIONAL SERVICES

SELL ANY TECHNOLOGY TO ANYONE, ANYWHERE

Partner with Ingram Micro On-site Professional Services, powered by the IMSN and our expansive network of qualified solution providers, and you'll gain entry into new, high-margin technology markets. All without the risk or expense of going it alone.

Expand your reach, your business and your revenue

Whether you want to offer complex emerging technologies, extend your expertise to offer end-to-end solutions or expand your managed-services reach, we provide the resources you need.

By partnering with On-site Professional Services, you'll be able to provide the installation and support your customers require, regardless of your location or available infrastructure. The whole process is secure and seamless, enabling you to add these services to your line card with confidence.

Build trustworthy partnerships for reliable service delivery

Offered through the Ingram Micro Services Network (IMSN), On-site Professional Services provides quality pre- and post-sales support to help you fulfill your customers' technology requirements from start to finish. Noncompete and nondisclosure agreements with our partners guarantee whole-hearted support without competition or business rivalry.

On-site Professional Services ensures that your service requests are handled quickly, properly scoped, and rapidly deployed and delivered. Every customer engagement includes:

Pre-sales Technical and Business Development Support

A solution architect assists with scoping, identifying, qualifying and pricing the business development opportunity.

Assessment and Design Support

Customer requirements, expectations, timelines and technical design are assessed.



Proposal and Statement of Work (SOW) Creation

A SOW is prepared for you to provide to your customer.

On-site Professional Services Deployment

Resources are deployed for on-site consulting and implementation.

Project Engagement Management

An engagement manager provides delivery management and a consistent approach to implementation.

Customer Satisfaction Analysis

A follow-up customer satisfaction survey and report is provided to ensure your customer is pleased with the engagement.

Choose from a Full Range of Services

Select the on-site services you need from the following categories:

- Applications
- Assessments
- Data
- Infrastructure
- Networks
- Security
- Support
- Systems
- Training

Technology Experts

Ingram Micro has identified experts within key technologies who can assist solution providers and help win new business. Whenever a technology is outside of core competencies, or when necessary resources are not available, our Technology

Experts can help with site surveys, installation, service and support.

Technology Experts are identified within the following skill sets:

- Digital Signage (installation, content design, on-site support, content management)
- Voice over IP (VoIP)
- Business Continuity
- Compliance
- Virtualization
- AIDC/POS (bar coding, POS, RFID)
- IP Video Surveillance

If you would like to learn more about how your company can be leveraged as a Technology Expert for installation and support services, contact us by calling (714) 566-1000, ext. 24896, or via e-mail at imsnservices@ingrammicro.com.

We Make It Easy

Let us manage your pre-sales solution scoping and post-sales engagements. By exceeding all your customers' technology-support needs, you'll ensure continued business from product and services sales. Plus, you'll be able to reach out to new customers who previously or were inaccessible required more time than you had available.

This is your chance to gain additional and recurring business from existing customers, as well as to enter new markets through trusted, secure partnerships with IMSN members.

To get started, simply go to the On-site Professional Services web site, complete the Opportunity Worksheet and e-mail it to the IMSN.

CONTACTS

For additional information, e-mail imsnservices@ingrammicro.com or call the Ingram Micro Services Network at (714) 566-1000, ext. 24896. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1 or e-mail services@ingrammicro.ca.