



IMOnsite Service Management

- Set up new customer sites and locate local service partners with GeoMatch.
- Lead Partners can create service requests and broadcast work orders.
- Service Partners can review cases, accept/decline cases via auto-notification to the Lead Partner and add case notes upon acceptance.
- Users can view a summary of costs and actions, approve for payment or reject with comment.

Key Features and Functions of IMOnsite

- Online work-order approval, billing and invoicing process
- Online self-service — user administration/permission across more than 20 different functions; members add or remove technician resources, update their technicians' profiles and add or remove end-customer sites 24/7
- Prepopulated work orders generated online
- Advanced search capabilities
- Support for Canadian and U.S. currency for local-market and cross-border transactions
- Integration with VAR's internal-business service-management applications
- Supported on most mobile PDA devices

Find the Right Service Partner

A Lead Partner can:

- Identify a Service Partner with the appropriate technical skill set and geographic coverage
- Specify the appropriate service range in miles
- Search for Service Partners with 24/7 support
- Determine whether 24/7 support is required
- Dispatch to single or multiple service partners
- Manage multiple site projects

GROWTH INSPIRED — A Bold Vision in Services

IMONSITE

IMSN'S WEB-BASED IT SERVICES PLATFORM

The ultimate IT-services-management software platform is here. IMOnsite is a state-of-the-art, web-based solution that powers the Ingram Micro Services Network (IMSN). Partnering with other VARs for professional services can now be done with a single solution that offers 24/7 accessibility from any internet connection or mobile device and provides 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.

Manage Resources Using IMOnsite's User-friendly Features

- Using IMOnsite, Service Partners can detail the actual time a technician spends servicing cases; specify arrival and departure times; add applicable expenses such as parts, tolls and travel costs; and specify details such as part numbers.
- IMOnsite also collects information on each Lead and Service Partner, while My Partner Profile allows users to edit and maintain profiles.
- Resource Search allows Lead and Service Partners to search for resources within their own organizations. Partners can also use Resource Search to create, edit, activate/deactivate and delete resources.
- Configuration tools allow partners to manage detailed information about their resources, including contact details, skills and authorization levels.

Ingram Micro Partners with Autotask

A recognized leader in IT-service-management solutions, Autotask is the preferred provider for the IMSN and also the web-based business platform for more than 8,000 service and solution provider personnel in the IT channel. By using Autotask, solution providers can access one database for all information, including customer contact and communications, invoices, project tasks and service tickets for each client, anywhere, anytime, and via any internet connection.

For more information on the IMSN or IMOnsite, visit www.ingrammicro.com/imsn.

