



SEISMIC

Ingram Micro | Seismic

Key Features

- Simple, points-based or per user pricing
- Domestic call center
- ITIL best practices
- Round-the-clock support by certified technicians
- Access to the eSupport Portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated ACD phone line with a script (optional)
- Call-dispatch capabilities for on-site repairs
- Access to Ingram Micro Services Network (IMSN) to partner with qualified service providers for on-site repairs

Key Benefits

- Contained or reduced operating costs
- IT staff is free to focus on internal, core-business opportunities
- Implementation of Seismic Help Desk services is faster than building and staffing your own help desk
- Increased customer satisfaction, by providing flexible help desk services to your customers when they are needed.
- 24/7/365 service
- No drain on resources, staff or infrastructure
- Output to ticketing systems (e.g. Autotask)

HELP DESK

AN AFFORDABLE ADVANTAGE

Traditionally, the choice was difficult: Do you add staff and build an infrastructure to implement your own help desk service, or do you forgo this potentially expensive option due to cost, but at the risk of customer satisfaction? Now, there's no longer a need to choose.

The Ingram Micro Seismic Help Desk makes the decision simple and cost-effective by providing an affordable, scalable, highly technical call center that allows you to lower operating expenses while providing your customers with quality product support.

By using the Ingram Micro Seismic Help Desk, you can provide your end-user customers with 24/7 technical support on software and hardware products from certified, frontline-support technicians — without draining your resources.

Increase your recurring revenue by complementing your existing managed-services portfolio with Ingram Micro Seismic Help Desk. You can then free your IT staff to focus on your core business and higher-level, more profitable projects. Let our customer-friendly service-assurance team expertly troubleshoot technical issues with industry-leading internal processes.

Support Levels:

Level 1: This level of help desk support provides call-answering service, troubleshooting and call-logging. The help desk utilizes a populated knowledge base to resolve the incident at the initial contact.

- Windows and Apple workstation troubleshooting and triage
- Desktop Peripheral hardware
- Use of Remote Control to resolve issues
- Basic “how to” questions

Level 2: This level of help desk support involves connection to a server for resolution. Additional troubleshooting scripts enhance the service while a populated knowledge base and remote access allows for troubleshooting of issues that reside within the core infrastructure. If a cell can't be resolved, a predefined call-escalation process will begin.

- Includes all support features of Level 1 Help Desk
- Server-based password resets
- Perform user adds, moves, and changes in Active Directory
- Server diagnostic and troubleshooting (OS only)

Ingram Micro Seismic Help Desk Supported Products List

SUPPORTED SOFTWARE LIST

DESKTOP APPLICATIONS

Adobe Acrobat	Microsoft Excel	Microsoft Word
Citrix ICA Clients for Windows	Microsoft FrontPage	Microsoft Works
IBM Lotus Notes Client	Microsoft MapPoint	Symantec Norton Antivirus
IBM Lotus SmartSuite for Windows	Microsoft Outlook	Symantec PC Anywhere
Interact Commerce ACT! for Windows	Microsoft PowerPoint	Symantec WinFax Pro
McAfee Virus Scan	Microsoft Publisher	WinZip Computing WinZip
Microsoft Access	Microsoft Visio	

DESKTOP OPERATING SYSTEMS

Microsoft Windows 95/98/Me/NT 4.0/2000/XP/Vista

MICROSOFT SERVER SUPPORT

Microsoft Windows NT/2000/2003 Server	Microsoft Windows Storage Server	Microsoft SharePoint Portal Server
Microsoft Exchange Server	Microsoft Internet Security and Acceleration Server	Microsoft SQL Server
Microsoft Application Center Server	Microsoft Small Business Server	Microsoft Systems Management Server
Microsoft BizTalk Server	Microsoft Commerce Server	Microsoft Content Management Server
		Microsoft Virtual Server

NOVELL SERVER SUPPORT

Novell BorderManager 3.7	Novell eDirectory 8.7	Novell Netware 3x-6.5
Novell Client for Windows	Novell GroupWise 6.5	Novell ZENworks

CONNECTIVITY

3Com	Citrix Systems	Extreme Networks	Proxim
Cisco	D-Link Systems	Linksys	

Note: Custom applications can be supported with appropriate troubleshooting documentation.

SUPPORTED HARDWARE LIST

3Com	Epson	Juniper Networks	Sony Electronics
Acer	Extreme Networks	Lexmark	Tektronix
Aladdin Systems	Gateway	Micron Technology	Toshiba America
Brother	Hewlett-Packard	NEC	Viisage
BlackBerry	Hypercom	Palm	WatchGuard Technologies
Cisco	IBM	Proxim	Xerox
Dell	lomega	SonicWALL	Zebra Technologies

Note: The Ingram Micro Help Desk will support any computer based on Intel and AMD processors or work-alike running a current or recent version of Microsoft Windows 9X/Me/NT/2000/XP/Vista, Novell Netware, and their back-office applications. Equipment may be in or out of warranty. All software supported by the Ingram Micro Seismic Help Desk is the current version and two versions back. The products and company names listed are trademarks or registered trademarks of their respective companies.

Ingram Micro reserves the right to make changes to the list of supported products without notice at Ingram Micro's sole discretion.

If you don't see your brand listed, please contact the help desk for support approval.

SALES CONTACTS

For more information about Ingram Micro Seismic Help Desk, or any of the other hosted services available through the Ingram Micro Seismic Virtual Services Warehouse, visit www.ingrammicro.com/seismic or call the Ingram Micro Services team at (800) 705-7057. For questions about our services, e-mail services@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1 or e-mail services@ingrammicro.ca.

SEISMIC TECH SUPPORT CONTACT

(800) 466-6563

seismic.support@ingrammicro.com

