

# Ingram Micro | SKU'd Services Line Card

Manufacturer/Service Provider	Help Desk	Installation	Warranty/Maintenance	Education/Training	Professional Services
3Com	x	x	x	x	x
3M		x	x		
Acer			x		
Adaptec	x		x		
ADC Kentrox		x	x	x	
<b>ADTRAN</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
AirMagnet			x	x	
AOpen			x		
APC		x	x		x
Apple	x		x	x	x
Array Networks			x		
Autodesk/Softdesk			x		
Avocent Huntsville		x	x	x	
Blue Coat Systems			x	x	x
Boundless Technologies			x		
Brother			x		
Business Objects	x		x	x	x
Canon U.S.A.		x	x		
Cayman Business Systems			x		
Celestix Networks	x		x	x	x
Chaintech Computer			x		
Check Point Software Technologies	x		x		
<b>Cisco</b>		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Citrix Systems			x	x	x
Dialogic			x		
Digi International			x		x
Digital Equipment		x	x		
D-Link Systems			x		
Eaton Power Quality		x	x		x
EMC		x	x	x	x
Enterasys Networks	x		x	x	x
Epson			x		x
eSoft	x		x		

Manufacturer/Service Provider	Help Desk	Installation	Warranty/Maintenance	Education/Training	Professional Services
F5 Networks		x	x	x	x
FARGO Electronics (Printers)			x		
Fluke Networks	x	x	x	x	x
Fortinet		x	x	x	x
Fourier Systems			x		
<b>Fujitsu Services</b>		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Global Marketing Partners		x	x	x	x
Hitachi Data Systems		x	x		
<b>Hewlett-Packard</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
<b>IBM</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
InFocus		x	x		
Info X		x	x		
Interwrite Learning			x	x	
Intrusion	x	x	x	x	
lomega			x		
Juniper Networks		x	x	x	x
Kodak	x	x	x		
LANDesk	x	x		x	x
Lantronix			x		
<b>Lenovo</b>	<b>x</b>		<b>x</b>	<b>x</b>	<b>x</b>
Lexmark		x	x		
Liebert			x		
ManageTech			x		x
Meru Networks			x		
Minolta		x	x		
NEC Corporation of America			x		x
NEC Display Solutions		x	x		
NETGEAR			x		
Netopia			x		
Network Engines		x	x		x
Network General's Sniffer		x	x	x	x
Nokia		x	x		x
Norazza			x		

\* Bold indicates manufacturer's services are visible on Reseller Services Portal (RSP).



GROWTH INSPIRED – A Bold Vision In Services



Manufacturer/Service Provider	Help Desk	Installation	Warranty/ Maintenance	Education/ Training	Professional Services
Nortel Networks	x	x	x	x	x
Novell			x	x	x
Okidata		x	x		
Optoma Technology			x		
Overland Data		x	x		x
Palm			x		
Panasonic	x	x	x		x
Para Systems			x		
Perle Systems			x		
Planar Systems			x		
Polycom		x	x	x	x
PowerFile			x		x
Primera Technology (Printers)			x		
Quantum	x	x	x		x
Raritan		x	x		
Ricoh (Scanners)		x	x		
RSA Security	x	x		x	x
Samsung Information Systems			x	x	
SANRAD		x	x	x	
Siemens/Efficient Networks			x		
Sierra Wireless			x		
SMC Networks			x		
SonicWALL	x		x	x	x
Sony Electronics			x		x
Supernmicro			x		
Symantec			x	x	x
TallyGenicom		x	x		
Tandberg Data		x	x		
Toshiba America			x		
Tripp Lite		x	x		x
Trustin Technology		x	x	x	x
Turning Technologies			x		
ViewSonic			x		
Visioneer			x		x
WaCA			x		
WatchGuard Technologies	x		x	x	x
Wyse Technology		x	x		x
Xerox		x	x		x

## Ingram Micro Branded Services

The Ingram Micro Services Division drives a bold new vision to support your success by inspiring growth in high-margin IT professional services — including warranty contract management, managed services and professional labor services — enabling you to grow your services revenues, increase your profitability and sustain a competitive advantage with your customers.

### Reseller Services Portal

Build a successful services-annuity business by logging on to Ingram Micro's exclusive Reseller Services Portal (RSP). It's a free, online services contract-management and ordering tool that provides visibility into your customers' services lifecycles. Available to all U.S. customers, it allows you to track, register and identify renewal opportunities for key service manufacturers. You can now order Cisco SMARTnet renewals directly on the RSP in minutes.

Key capabilities:

- Quote and order Cisco SMARTnet in minutes
- Register HP, ADTRAN, Fujitsu and Lenovo service contracts
- Identify your 30-, 60- and 90-day renewal opportunities for key service providers
- Identify assets you've purchased from Ingram Micro without a service contract

To obtain a password to the Reseller Services Portal:

- Go to [www.ingrammicro.com/resellerservicesportal](http://www.ingrammicro.com/resellerservicesportal) and select Access Portal
- E-mail [servicenow@ingrammicro.com](mailto:servicenow@ingrammicro.com)
- Or call (866) 490-1304

For more information about the Ingram Micro Services Division, visit [www.ingrammicro.com/servicesdivision](http://www.ingrammicro.com/servicesdivision), call the Ingram Micro Services team at (800) 705-7057, or e-mail [services@ingrammicro.com](mailto:services@ingrammicro.com).



Partner Smart