



Corporate Profile

Ingram Micro Inc. is the largest global wholesale provider of technology products and supply chain management services. Ranked as No. 75 in the *FORTUNE 500* 2002 listing, the company operates in 37 countries with approximately 14,500 associates and sales exceeding \$25 billion for fiscal year 2001. Ingram Micro's global regions provide the distribution of technology products and services, market development services and supply chain management services to nearly 170,000 technology solution providers and 1,700 manufacturers. Ingram Micro is focused on maximizing shareowner value and achieving customer satisfaction through innovation in the information technology (IT) supply chain.

Leading the Transformation of IT Distribution

With the dramatic changes driven by technology, companies located throughout the IT supply chain are required to reevaluate their business models to deliver maximum value to businesses and consumers. Distributors, technology solution providers, retailers and IT manufacturers have changed their business models to add value with innovative services and offerings that drive costs out. Distributors that remain successful in this industry have large scale and volume, global coverage, unparalleled standards and accuracy for logistics services, as well as financial strength to support growth and remain competitive. Ingram Micro is committed to transforming the value proposition for technology distribution and is the leading company in this industry.

Innovation is the key differentiator between Ingram Micro and other IT distribution companies. The company's management team is focused on leading the industry through change and has a clear understanding of customer expectations. Ingram Micro leads the industry in creating new market opportunities with new and emerging technologies and value-added services. These new opportunities have changed the way that solution providers offer value to their end-user customers, making them more competitive in the marketplace. Ingram Micro continues to demonstrate that it is the most effective partner to reach the global technology market.

Building Long-term Value for Customers

Ingram Micro offers more than 280,000 products (as measured by distinct part numbers assigned by manufacturers and other suppliers) with inventory from 1,700 technology manufacturers and leading PC suppliers to its 170,000 technology solution provider customers. Ingram Micro is also a service powerhouse delivering logistics and supply-chain management services to increase value and drive efficiency for companies at all levels of the IT supply chain.

For technology solution providers, Ingram Micro's specialized divisions offer customers technical expertise and a well-informed sales support staff trained to handle the needs of market categories such as enterprise computing, converging technologies, small-to-mid-size businesses (SMB), and the government and education sectors. The company has developed services and solutions designed to address the needs of each technology category and market segment, with expert services to support customers serving vertical and specialty markets.

About IM-Logistics

Established in June 2000 as a division of Ingram Micro U.S., IM-Logistics provides end-to-end order fulfillment, logistics and supply chain solutions to manufacturers, retailers and e-tailers of technology and consumer electronics products. IM-Logistics leverages Ingram Micro's 20-year track record in order management and fulfillment to drive efficiency in the supply chain and ensure companies can meet customer demand effectively. As the logistics engine behind Ingram Micro, the division achieves a better than 99 percent accuracy for order deliveries. IM-Logistics U.S. also leverages Ingram Micro's warehouse space in the United States for its industry-leading distribution and reverse logistics network, which offers one- or two-day ground coverage to 99 percent of the United States.

Finally, a key offering increasing long-term value for customers at all levels is Ingram Micro's e-commerce initiatives, which are enabling the IT supply chain to conduct business more efficiently. The company has developed e-commerce tools, such as real-time, online order management and tracking, and community-based Web sites delivering eProcurement capabilities to technology solution providers and buyers in the SMB, and the government and education sectors.

Ingram Micro Inc. Statistics

Customers:

Ingram Micro sells to nearly 170,000 technology solution providers in more than 100 countries. The company specializes in three market segments: commercial, consumer and value-added resellers (VARs). Each segment comprises a variety of customer groups; examples include:

- **Corporate Resellers** — Corporate technology solution providers
- **Direct and Consumer Marketers** — Direct marketers, computer superstores, mass merchants, Internet storefronts, consumer electronics and office supply stores
- **Value Added Resellers** — System and Web integrators, application VARs, and government and education VARs

As reported in Ingram Micro's 2001 10-K, no single customer represented more than 4 percent of Ingram Micro's net sales in 2001, 2000, or 1999. The company conducts business with most of the leading resellers of computer-based technology products around the world.

Vendors:

More than 1,700 hardware manufacturers and software publishers utilize Ingram Micro as their distribution partner. The distributor's worldwide supplier list includes almost all of the leading microcomputer hardware manufacturers, networking equipment manufacturers and software publishers.

- **Top vendors include** Adobe, Apple Computer, APC, Cisco Systems, Compaq, Computer Associates, Epson America Inc., Hewlett-Packard, IBM, Iomega, InFocus, Intel, Microsoft, NEC/Mitsubishi Electronics, Novell, Palm, Quantum/Maxtor, Seagate Technology, Sony, Symantec, Textronix, Toshiba, Veritas, ViewSonic, Western Digital, Xerox, and 3Com.

Product Offering:

Ingram Micro and its subsidiaries market and distribute more than 280,000 products – the largest product offering available in the industry. The company markets computer hardware, networking equipment, and software products from over 1700 suppliers, including desktop and notebook personal computers, servers and workstations, personal digital assistants, wireless devices, mass storage devices, CD-ROM, CD-RW and DVD drives, monitors, printers, scanners, modems, networking hubs, routers and switches, network interface cards, components, business applications software, entertainment software, consumer electronics, and computer supplies and accessories.

Leading Ingram Micro Inc.

Key executive leaders across the globe include:

Corporate Leaders:

Kent B. Foster

Chairman and Chief Executive Officer

Michael J. Grainger

President and Chief Operating Officer

Thomas A. Madden

Executive Vice President and Chief Financial Officer

Guy P. Abramo

Executive Vice President and Chief Strategy and Information Officer

James E. Anderson, Jr.

Senior Vice President, Secretary and General Counsel

David M. Finley

Senior Vice President, Human Resources

James F. Ricketts

Corporate Vice President and Treasurer

Regional Leaders:

Hans T. Koppen

Executive Vice President, and President, Ingram Micro Asia-Pacific

Kevin M. Murai

Executive Vice President, President, Ingram Micro North America

Gregory M. Spierkel

Executive Vice President, President, Ingram Micro Europe

Asger Falstrup

Senior Vice President, President, Ingram Micro Latin America

Ingram Micro around the Globe

Corporate Headquarters

Ingram Micro Inc.

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Santa Ana, Calif. 92705

Phone: 714-566-1000

www.ingrammicro.com/corp

Integration Centers

Memphis, Tenn.

Rosemalen, The Netherlands

Ingram Micro around the Globe, continued

International Operations and Sales Offices

Argentina	France	Poland
Australia	Germany	Portugal
Austria	Guatemala	Puerto Rico
Belgium	Hungary	Singapore
Brazil	India	Spain
Canada	Italy	Sweden
Chile	Malaysia	Switzerland
People's Republic of China*	Mexico	Thailand
Costa Rica	The Netherlands	Trinidad/Tobago
Denmark	New Zealand	United Kingdom
Dominican Republic	Norway	
Ecuador	Panama	
Finland	Peru	

*including Hong Kong

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