



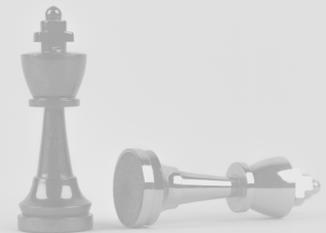
Ingram Micro Professional Services:  
Be the Game Changer



2018 North American Edition

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## CONTACT US



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# Ingram Micro Professional Services Focus Areas



Many other resellers can offer the same hardware as you, but how can you stand out? How do you add value? Enter Ingram Micro Professional Services, which can help you to address your customer's concern in full by moving through each of the lifecycle focus areas:



## ASSESS

Assessments help your customers to obtain a more accurate bill of materials and decrease overall risk. Remember: Assess, Don't Guess!



## DESIGN

Utilize our bench of architects to design solutions specific to unique needs



## DEPLOY

Deployment and installation services can help your customers to get the most out of the complex technology within their environments. We have the team to deploy to one or many sites both in North America and abroad.



## MANAGE

Management of complex IT environments can be difficult and time-consuming – let our experts make your days easier with services across the IT spectrum.



## TRAINING

Support technologies with over 15,000 classes by certified instructors. Visit [ingrammicrotraining.com](http://ingrammicrotraining.com) for more information!



## DISPOSE

Dispose of spent IT equipment via a method that will protect data, the environment, and corporate brands.

# Services Offered Matrix

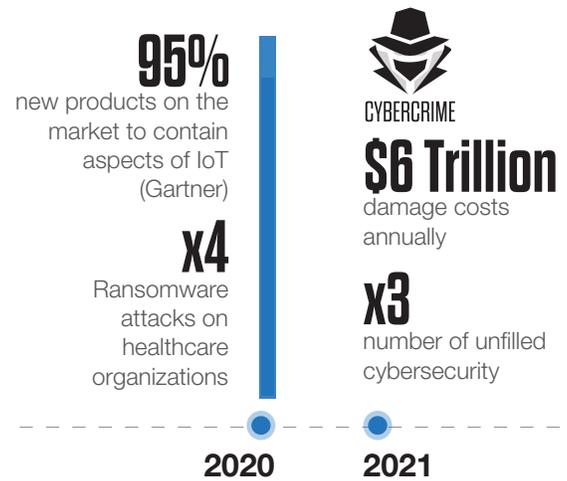
See below for a selection of our most popular services:

	DATA	DEVICE	PLATFORM
	CLOUD   SERVERS STORAGE   CONNECTIVITY VIRTUALIZATION CONVERGED SYS	DESKTOPS   LAPTOPS   TABLETS EUC/VDI   MOBILE PHONE PERIPHERALS VIDEO   IOT	APPLICATIONS COLLABORATION   CONTENT DATABASE   ANALYTICS SYSTEM
ASSESS	<ul style="list-style-type: none"> <li>• Infrastructure Assessment</li> <li>• Virtualization Health Check</li> <li>• Wireless Network Assessment</li> <li>• Penetration Test Assessment</li> <li>• FirePOWER Network Threat Assessment</li> <li>• Critical Security Controls Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Inventory Discovery/Site Audit</li> <li>• FirePOWER Endpoint Threat Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Cloud Consumption Assessment</li> </ul>
DESIGN	<ul style="list-style-type: none"> <li>• Virtualization Planning &amp; Design Service</li> <li>• Virtual Storage Planning Design Service</li> </ul>	<ul style="list-style-type: none"> <li>• End User Computing Planning Service</li> </ul>	<ul style="list-style-type: none"> <li>• Custom App Development</li> <li>• Sharepoint Development</li> </ul>
DEPLOY	<ul style="list-style-type: none"> <li>• HPE Installation Services</li> <li>• Ingram Micro Deployment Services</li> <li>• Cloud Migration Deployment</li> <li>• VMware Installation &amp; Startup Services</li> </ul>	<ul style="list-style-type: none"> <li>• Google Chromebook White Glove Services</li> <li>• Ingram Micro Deployment Services</li> <li>• ProAV Digital Signage Install</li> </ul>	<ul style="list-style-type: none"> <li>• Enterprise Migration</li> <li>• Veeam Backup/Recovery Services</li> <li>• Pro/AV Content Creation Services</li> </ul>
MANAGE	<ul style="list-style-type: none"> <li>• Managed Security Services</li> <li>• Compliance Services (HIPAA, SOX, ISO, DFARS)</li> </ul>	<ul style="list-style-type: none"> <li>• PCI/EMV Security Services</li> <li>• Warranty, Advanced Exchange, and Rental Services</li> <li>• Mobility Management Services</li> </ul>	<ul style="list-style-type: none"> <li>• Web Application Vulnerability Assessment</li> <li>• Social Engineering Assessment</li> </ul>
DISPOSE	<ul style="list-style-type: none"> <li>• IT Asset Disposition</li> </ul>	<ul style="list-style-type: none"> <li>• IT Asset Disposition</li> </ul>	<ul style="list-style-type: none"> <li>• IT Asset Disposition</li> </ul>

# Security

## If You Could Save Your Customer From Losing \$50M, Would You?

In today's ever-changing threat landscape, the tools we use to protect against hackers need to be as varied and multi-faceted as the approaches they use to breach our organizations. The daily news is filled with examples of 'What Not To Do' that resellers can learn from in order to protect their customers' financial bottom line and reputation. Learn from these security events and how to avoid being the next headline:



### Penetration Testing and Web Application Testing

*Equifax had holes in their internal security structure and website that were exploited. Hackers took 146M consumer's most important identifying information, Equifax's reputation is in ruins, and they're currently under investigation by many federal entities*

Our Ingram Micro Reseller wants to proactively protect their end user. This large nationwide charity was notified of severe and moderate deficiencies. Our Reseller Partner worked with the Ingram Micro team to develop remediations to the tune of \$15k in services and products.

### Social Engineering Assessment

*Aerospace CEO falls victim to spear-phishing attack; total losses over 50M and costs CEO his job"*

Our Ingram Micro Reseller Partner sold a Social Engineering Assessment to their end user to ensure the security of their HIPAA-protected information. Ingram Micro ethical hackers got 4 associates to give us their user names and passwords, and 2 additional associates entered company-specific banking information on a spoof web-banking login page. The reseller partner can offer non-technical security training courses to help educate the associates.

### Ransomware Assessment

*A hospital in Buffalo, NY was hit by a \$30k ransomware demand driven by lax security practices and ends up paying over \$10M to fix the problem.*

An Ingram Micro Reseller uses the Critical Security Controls Assessment to compare an end user's security posture to industry best practices. Several critical issues are uncovered, which the partner can then remediate to avoid ransomware intrusion.

**BAD IDEA**

**GOOD IDEA**

You can be the game changer for your customers – the difference between vast losses and staying secure. **Contact us to review your security practice today!**

# Financial Services, Verticals, & Pro Services: Working Together for Your Success

**Ingram Micro** has the unique capability to team up across departments to ensure that your opportunities become closed sales. Read on to see how Ingram Micro works as ONE organization to help you experience results:



**Register your opportunity with Finance** - Large opportunities may appear daunting due to the financing involved, but Ingram Micro Financial Services will work with you so that you can close the deal without worry. By contacting financial services, specialists can provide a wide variety of options including lockbox, flooring, leasing, and credit opportunities.



**Obtain Business Intelligence from Verticals** - The Ingram Micro Verticals team has subject matter experts within key verticals (Healthcare, Retail, Legal, Education, and Finance) that provide business intelligence and partner training to arm our resellers with pertinent information to close sales. The Verticals team also provides customized solutions and access to the Vertical Expo Live (VEL) to further bolster your verticals knowledge. This level of BI and training will set you apart from your competitors!



**Engage Professional Services** - The Ingram Micro Professional Services team can assist your in-house bench in multiple ways. With a team of highly certified and educated architects, we can expand your knowledge base if a technology is out of your wheelhouse or expand your geographic footprint with our global reach. From assessments to implementation and deployment services, Professional Services helps you to deliver any solution with confidence.

**Ingram Micro** is committed to helping you be the game changer with your customers, so we offer unique solutions to help you get to 'yes' quicker and easier. For more information, click the links below:



Ingram Micro  
Financial  
Solutions

Check out this video where our teamwork between logistics, finance, and professional services is showcased:



Vertical  
Advantage



Professional  
Services  
Linecard





## IM Link

IM Link is the most extensive partner service provider network in North America.

### Why Should I Use IM Link?

There is no cost to use IM Link aside from the services you consume, and your entire transaction is backed by Ingram Micro, including Non-Compete/Non-Disclosure agreements. Additionally, all financing takes place via your default Ingram Micro payment methods, meaning no financial arrangements need to take place outside of IM Link.

### How Does IM Link Make Me a Game Changer?

IM Link helps you to extend your geographic reach and expand your technical capabilities. Have an opportunity for a project 500 miles from your main location? Save that T&E, an IM Link partner can help. Have an ask from a great customer that isn't in your wheelhouse but you hate saying no? IM

Link has trusted & certified technicians in just about every technology space you can imagine.

To see a list of offerings, navigate to the Resources page!

Visit <https://www.ingrammicrolink.com> to sign up or to learn more!



Check out our IM Link Preferred Partners by clicking here!

## IM Expert

IM Expert Service Offerings are some of the most in-demand and complex services delivered by Ingram Micro's own team of highly trained and certified architects in the areas of Advanced Networking, Data Center, and Security.

### Why Should I Use IM Expert?

IM Expert gives you access to our own team of great minds to bring expertise to your practice. Our architects have decades of experience in field and can extend your geographic reach for services you already provide or bolster your current offerings.

### How does IM Expert Make Me a Game Changer?

IM Expert services, including Wireless Network Assessments, Social Engineering Assessments, Security Penetration Assessments, and more, work to help secure your customers' business, which saves money, guards against reputational harm, and puts customer experience first.

We provide you with datasheets, sample final reports, sample SOW's, and more to help you win the business!

# Ingram Micro Deployment Services (IMDS)

## What is IMDS?

IMDS is your inside source for experienced, on-demand technical resources for national or regional rollouts. With a robust Project Management Office and rigorous Quality Assurance processes, you can win lucrative enterprise-level installs. Think phones, physical security, cameras, switches, and more!

## Why Should I Use IMDS?

With over 1.5M devices installed at more than 250,000 sites, we have this rollouts business down to a science. By asking your customers “Who’s Installing That?,” you can learn more about their organizational needs and aspirations. Perfect target end users for deployments are those in retail and healthcare.

## How does IMDS Make Me a Game Changer?

Unless you have the bandwidth and T&E to dispatch technicians across the country, manage their arrival and entry, gather project documentation on top of making sure your customer is happy, you need IMDS. Deployment Services also opens up a very lucrative door for resellers to capture widespread business.



*Check out an IMDS Success Story video [here!](#)*

# Ingram Micro IT Asset Disposition (ITAD)

## What is IM ITAD?

IM ITAD offers customers access to secure IT Asset Disposition, including environmentally responsible recycling, data erasure and destruction, de-installation and asset removal, and logistics with strict chain-of-custody security. Your customer has some old equipment cluttering their offices? Let IM ITAD securely remove and destroy for data security and environment recycling purposes.

## Why Should I Use IM ITAD?

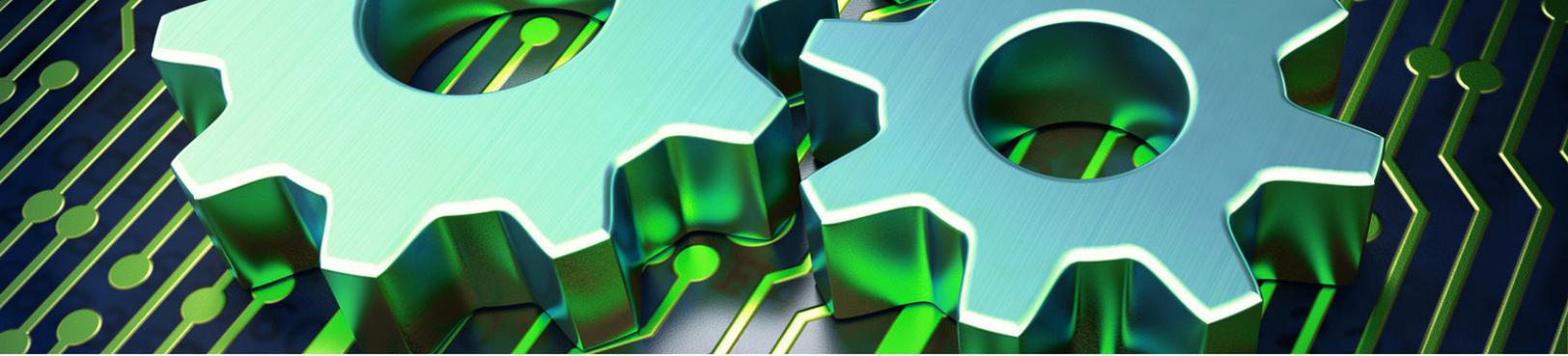
IM ITAD ensures that spent IT devices are removed and destroyed in a safe and secure method. Computers, scanners, laptops, and copiers may all hold the risk of maintaining secure customer information, so the utilization of IM ITAD removes risk of that information getting into the wrong hands. IM ITAD also ensure compliance with data destruction and e-waste laws.

## How does IM ITAD Make Me a Game Changer?

When you offer IM ITAD, you show your full IT lifecycle approach. Not only will you be helping your customers to ensure compliance with PCI/SOX/HIPPA and e-waste regulations, you could also be opening the door to receive residual value payments on that equipment. The ITAD market is expected to expand to 1B by 2019 – get your piece now!



*Learn more about IM ITAD in the video [here](#)*



## Partner Technical Enablement (PTE)

The PTE organization allows you to leverage existing and emerging technologies to deliver better customer outcomes. Whether your interests be vendor agnostic or manufacturer-specific, we have talented consultants to help guide your business.

Our team of experts has the knowledge and expertise to have a comprehensive, consultative conversation across technology lines to drive towards the right solution. Think of us as your highly competent CTO!

### Services Offered include:

- Partner Consulting Services (Technical Consultant as a Service)
- GRAD Program – Basic technology principles content developed and presented by our technical experts
- Certification Roadmapping
- Bootcamps, webinars, and knowledge transfer sessions
- To learn more, visit the PTE playbook at [ingrammicroplaybook.com/pte!](http://ingrammicroplaybook.com/pte!)

## Business Transformation Center (BTC)

Launching in mid-2018, our current Solution Center space in the Buffalo, NY office will receive a facelift and re-alignment with 21st century business objectives by showcasing technology in action in three verticals-themed spaces: education, healthcare, and retail.

### Key Offerings include:

- Live and remote-access product demonstration & tours
- One-on-one technical briefings
- Proof of Concept demonstrations
- Partner consultations



To schedule a tour or to learn more, contact [solution.center@ingrammicro.com!](mailto:solution.center@ingrammicro.com)

# Resources

## General Resources

- Professional Services Linecard

## IM Expert

- Infrastructure Services
  - HPE Installation & Startup Services Datasheet
  - Infrastructure Assessment Datasheet
  - Project Management as a Service Datasheet
  - Wireless Network Assessment Datasheet
- Security
  - Critical Security Controls Assessment
  - FirePOWER Network Threat Assessment Datasheet
  - Penetration Test Assessment Datasheet
  - Social Engineering Assessment Datasheet
  - Web Application Vulnerability Datasheet
- Virtualization
  - Virtualization Health Check Datasheet
  - VMware Installation Services Datasheet

## IM Link

- IM Link Overview Datasheet
- IM Link Playbook
- Preferred Provider Directory

## Deployment Services

- Deployment Services Datasheet
- Deployment Services Case Studies

## Partner Technical Enablement

- PTE Playbook
- TC as a Service Datasheet
- BTC Datasheet
- GRAD Program Datasheet

## Third-Party Services

- IT Staffing Datasheet
- 3rd Party Warranty Services Datasheet

## Verticals

- Retail Outline
- Finance Outline
- Healthcare Outline

## Canada-Specific Services

- IoT
  - IoT Site Survey & Assessment
  - IoT Device Pre-Staging & Configuration
- Cloud
  - Cloud Assessment
  - Office 365 Migration Services
  - Azure Site Recovery Services
  - Migration to Azure CSP Services



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