Ingram Micro Managed Services

Introduction

Organizations face the ever-present challenge of keeping their IT infrastructure running at optimal levels of performance, while managing rising costs to achieve this goal. Add to that the evolution of technologies that need to be implemented and maintained to remain competitive and it all means that adopting a go-it-alone in-house strategy carries significant risk.

As a result, businesses are increasingly looking for outside support in the form of managed services to help monitor, manage, and optimize their IT infrastructure, freeing up valuable internal IT resources to focus on strategic IT projects. Due to the pace of technology change, some resellers might not have the appropriate skills to support their customers' solutions.

By working with Ingram Micro, you can improve your core offering to end user customers. We provide managed services that combine the best people, processes, and tools, lending technical expertise across all the myriad technologies your customers' infrastructures contain.

Packaged Specialized Services

To make managed services easier for resellers to sell, Ingram Micro offers a range of packaged specialized services which are designed to support specific technology solutions and can be purchased either as part of a holistic managed service offering or used to easily augment a reseller's own offering.

These services are packaged around fixed sets of features and components that match the requirements of the vast majority of customers allowing the reseller to bundle a managed SKU with the sale of a solution.

Reseller Benefits through Ingram Micro

- Device Count is at reseller level
- Comprehensive white-glove managed service
- Multi-vendor/multi-technology expertise
- Modular toolkit of services to tailor solutions
- Margin opportunity for IT providers
- Proactive and responsive management of IT systems
- Agility to scale the managed IT solution
- Recurring revenue streams

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Where a reseller requires a more customized solution then the Specialized service can be used as the foundation for a customized service description, delivering a service based on the customer's solution and requirements. With Ingram Micro's managed services, you can relax knowing that the support and management of your customers' IT environments is in the best hands.

How we can support you with Managed Services

Acting as a seamless extension to your team, Ingram Micro provides Managed Services which combine the best people, processes, and technology, lending technical expertise across all the myriad technologies your customers' infrastructures contain.

Ingram Micro Managed Services

Lite Services

Lite is a 24x7x365 reactive managed service providing remote monitoring of systems. Basic electronic alerting is included to provide visibility into systems and proactive notifications. This service is the base service that our more comprehensive offerings are built on.

Essential Services

Essentials builds on the Lite and is a 24x7x365 reactive managed service providing monitoring and limited management. Basic management is included as part of your customers contract enabling them to utilize Ingram Micro resources for delivering limited changes on their managed systems.

Premium Services

A managed service operating 24x7x365 on your behalf to proactively and reactively manage and monitor your customer's network and systems. The Managed Premium service is designed to provide the expertise to ensure these solutions are working for the customer to resolve their business challenges. Day to day management is conducted as within the Managed Essentials service with the addition of pro-active service components which include capacity management and regular proactive checks to ensure that the systems are operating within expected parameters and identify issues before failure.

Service Description	Lite	Essential	Premium
MONITORING			
24x7x365 Monitoring	✔	✔	✔
Standard Alerts – Availability, Fault, Basic Performance	✔	✔	✔
Custom Alerts		✔	✔
Customer portal	✔	✔	✔
SOFTWARE & CONFIGURATION MANAGEMENT			
Maintain Software to Vendor		✔	✔
Configuration Back-Up Management		✔	✔
Bug Fixes		✔	✔
CHANGE MANAGEMENT			
Change Tracking Tickets		✔	✔
Change Implementation		✔	✔
Configuration Management		✔	✔
Monthly Reports		✔	✔
INCIDENT & PROBLEM MANAGEMENT			
Incident Management Ticket Creation			✔
Incident/Problem Resolution Oversight			✔
Manage Vendor Support Escalation			✔
Facilitate NOC-to-Site activities			✔
Resolution Responsibility			✔
Escalation			✔
Remote Support			✔
Manage Carrier Support Escalation			✔

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