

Ingram Micro CARE with Microsoft







Drive Customer Success. Grow Your Practice.

Today's leaders are looking to do more than just "buy" technology. They're being asked to tackle challenges and achieve outcomes, so they need solutions that deliver long after their original investment.

Yet staying engaged with customers isn't easy, which is where our Ingram Micro CARE with Microsoft comes in.

With it, partners can leverage Ingram Micro's resources and proven frameworks to:

 <p>Drive customer adoption, utilization, optimization</p>	 <p>Drive better business outcomes and ROI</p>	 <p>Ensure that customers renew with confidence</p>	 <p>Decrease churn rate and increase expansion opportunities</p>
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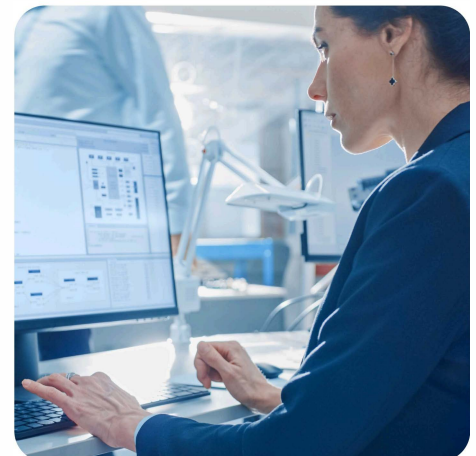
Our Customer Success team engages with end customers on partners' behalf across three different support models:

Digital CARE

What is Digital CARE?

Takes customers on a digital journey to help guide them through the phases of the lifecycle, which includes:

- ✓ **Onboarding messages.** We'll send thank you messages, information on getting started and guidance on using their solution.
- ✓ **Surveys.** To keep a pulse on the customer relationship, we'll periodically request feedback and more information about their needs.
- ✓ **Self-service portal.** Customers can log in to a portal to access the resources they need.
- ✓ **Email drip campaigns.** We help keep customers engaged with periodic insights, notifications about webinars, and more.





Hybrid CARE

offers additional opportunities for engagement, including:

- ✓ **Targeted Emails.** Similar to the digital model, end users receive proactive guidance and valuable tips.
- ✓ **Personal Assistance.** A dedicated specialist stands ready for deeper training or troubleshooting to ensure questions are quickly addressed.

CARE as a Service

offers even more direct involvement from our CARE team, including:

- ✓ **Scheduled Consultations.** We hold regular calls to uncover the customers' desired business outcomes and map Modern Work features to their needs.
- ✓ **Hands-On Training.** Deliver in-person and virtual sessions to accelerate adoption, maximize ROI, and promote advocacy.



Ready to Get Started?

There isn't a single formula for success and change doesn't happen overnight. The important thing is to get started and commit to a lifecycle approach to customer success.

Ingram Micro can help you at every stage, from initial consultation to ongoing optimization, ensuring you can confidently deliver solutions that drive real results for your customers.

Are you ready to learn more?

[Learn more →](#)