



## Help Clients Increase Operational Efficiency and Improve IT Availability

Your clients have made substantial investments in technology and problems with hardware can be notoriously frustrating, not to mention costly. Businesses of all sizes are challenged with reducing IT hardware maintenance and support costs, maximizing their uptime and performance, and gaining greater control in managing IT assets and service contracts. Breakdowns can impact productivity on many levels.

With Ingram Micro IT Hardware Maintenance & Support Service, businesses can operate more efficiently while taking proactive measures to prevent downtime and boost performance.

### Service Overview

Our IT Hardware Maintenance & Support Service provides organizations with an independent, OEM alternative for post-warranty IT hardware support on mission-critical, non-critical and disaster recovery IT assets throughout North America, Asia and Europe. Instead of upgrading IT equipment unnecessarily when the warranty period ends, your clients can get the most from their CAPEX and OPEX with server maintenance and storage support services.

As a trusted advisor to thousands of companies, we have built a long-standing client relationships as well as trusted reseller partnerships that include:

- A global service delivery team coordinating service initiation and ongoing support through 100+ service centers worldwide
- 450+ highly-trained, cross-functional field engineers located worldwide
- Level 3 & 4 global technical support via 60+ member central engineering team
- Remote error alert/call-home, diagnostics and repair availability on enterprise servers and storage arrays
- Numerous methods for initiating a service request
- Field engineers arrive onsite with tested parts in-hand
- Aggressive escalation procedures
- Strategic stocking locations for parts and complete systems
- Logical audits for all new clients to provide a complete and accurate inventory of IT assets upon service initiation
- Dedicated account management for an exceptional level of support

### Reseller Benefits

- Help clients eliminate the cost and headache of multiple service providers
- Scale support quickly and easily to ensure clients receive the specialized support they need
- Build a trusted advisor relationship through a truly cost-effective alternative to manufacturer support models
- Increased margins through an expanded services portfolio

### INGRAM MICRO PROFESSIONAL & TRAINING SERVICES

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#### Learn more:

[www.ingrammicro.com/ptsplaybook](http://www.ingrammicro.com/ptsplaybook)

#### Order services:

[www.ingrammicrolink.com](http://www.ingrammicrolink.com)



## Supported Product Lines

### IBM

- zSeries/System z
- pSeries/System p
- iSeries/System i
- xSeries/System x
- Most disk storage
- Most tape storage
- Most VTS systems

### Oracle/Sun

- SPARC and Ultra
- SPARC Enterprise M
- Enterprise servers
- Fire/Fire X/Fire V
- Sun Blade
- Netra

### EMC

- VNX
- Symmetrix
- CLARiiON
- Celerra
- Connectrix

### NetApp

- F/FAS series
- IBM branded N

### Hitachi Data Systems

- UPS/UPSV/UPSVM
- 95XX
- 99XX/99XXv
- AMS

### Cisco

- 2960 series
- 3650 series
- 3750 series
- 4500 series
- 6500 series

### Dell

- PowerEdge Gen. 12
- PowerEdge Gen. 11
- PowerEdge Gen. 10
- PowerVault
- PowerConnect

### Fujitsu

- PRIMEPOWER

### HP

- Integrity (Itanium)
- 9000 server
- 3000 server
- AlphaServer
- ProLiant
- DEC/VAX
- EVA/MSA storage
- Modular libraries

### Specialty Devices

- Honeywell
- Symbol
- Fujitsu

*Not all product lines may be listed. Contact IM Link Dispatch team for more information.*