



Ingram Micro Professional Services

IM LinkSM Success Stories

IM LinkSM CASE STUDIES

IM Link diversity and geographic reach allows its members to handle a wide variety of projects, including design and consulting, large-scale rollouts, ongoing support contracts and IT staffing. Here are some recent successes:

Consulting Services

Legal Network Management Company Achieves Compliance

This end user was asked by a client not only to comply with specific physical and technical security standards, but to ensure that all its subcontractors — more than 125 businesses in all 50 states — were in compliance as well. Without the internal resources to handle so many audits, the company turned to an IM Link member for help. Working closely with the company's vice president, the IM Link member designed audit procedures, guides and checklists; personally audited several local firms to check and streamline the process; and then submitted the final procedures to IM Link for dissemination throughout the country. Thanks to IM Link nationwide coverage, the end user was able to audit its subcontractors faster than any other company that had been asked to perform the same audits.

Nationwide MPLS Network Is a Success

For this project, an end user contracted with an IM Link member to deploy a nationwide MPLS network to support e-mail, file and print services, and an Avaya VoIP solution in several remote locations. The member worked with nine different IM Link service providers over two months to deploy switches, routers, workstations, laptops, printers and copiers in the first nine locations to go live, with on-site work that included complex router configuration and switch setup. The project was a complete success: All locations are now online, the nationwide VoIP system is up and running and the end user's Windows clients are receiving centralized administration and support. The lead member on the project extends a hearty thanks to all the participating partners who went above and beyond to support its client throughout the process.

Large-scale Rollouts

Fast Response to an IT Security Breach

An IM Link member received word late on a Thursday afternoon that one of its large customers had been hit by a computer virus. More than 80 locations had been affected, and the customer wanted to know if the IM Link member could dispatch technicians to all of them within 24 hours — a logistical challenge compounded by the need for every

technician to arrive with specific instructions and touch multiple computers at each location. Although the member's staff could not commit to the 24-hour timeframe, they knew that with support from IM Link, they could make every effort to reach all 80 sites as quickly as possible. The result: Within 24 hours, more than half the sites were completed, and by the following Monday — only 16 business hours after the initial call — all 80 sites were close to completion. The end user was delighted, and is now considering engaging the IM Link member for a 300-site PC services deployment later in the year.

Project Management Deployment Services Fit the Bill

A longtime IM Link member in the process of building a national deployment capability is finding success with IM Link's Project Management Deployment Services. The member currently has three major projects: upgrading a POS system in each of a national pharmacy chain's 1,500 locations; upgrading file servers in 300 locations for a national department store; and upgrading more than 850 PCs in 14 locations for a national advertising firm. Working with the IM Link team relieves the burden on the member's staff by allowing them to concentrate on the customer relationship while IM Link works behind the scenes to ensure that SOWs are signed off, conference calls are set up and partners are lined up in advance to handle the aggressive schedules the end users' needs require.

Ongoing Support Relationships

Partnering to Deliver High-end Services

To promptly and efficiently serve a customer with sites all around the Chicago area, one IM Link solution provider partners with another several times a month. According to the first solution provider, "They promptly send out their technician for everything from simple desktop system setup to advanced virus fighting and more. Their technicians are professional, courteous and very knowledgeable. They provide the services we can't fit into our schedule or time frame and we know they will take good care of our customer. In fact, our customer is so happy with [our partner's] technicians that they have begun to request the same technician each time they require our services. The customer's help desk appreciates the technician's expertise and support as well."

CONTACTS:

For more information about Professional Services in the United States and Canada, please contact:

Phone: 1(800) 456-8000, ext. 67247 or ext. 66686 | Email: Proservices@ingrammicro.com

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