INGRAM MICRO **CLOUD**
▶ More as a Service™

INGRAM MICRO CLOUD
PROFESSIONAL SERVICES

Say YES to more AWS business!

The future is in IaaS and customers need help getting there. With Ingram Micro Cloud's Professional Services, you can deliver complete AWS solutions and support your customers' needs now, without the risk or upfront investment.

LEVERAGE SCALABLE SERVICES TO SUPPORT YOUR CUSTOMERS' NEEDS

With over 100+ AWS certifications, Ingram Micro Cloud offers end-to-end Cloud Professional Services to help partners enable opportunities catered to their need, the workloads targeted, and the partner's level of maturity.

BUILD END-TO-END SOLUTIONS

Get the tools, services and support you need to scope, plan and execute migrations, and manage cloud customers—wherever they are in the AWS lifecycle.

OFFLOAD TASKS AND GET SUPPORT

Offload time consuming tasks and shift your in-house resources to value-added services. Get the support you need without skill gaps or technology limitations.

LEAN ON AWS CERTIFIED EXPERTS

Our team of engineers, architects, and cloud experts has over 100 AWS certifications and is a designated **AWS Well-Architected Partner** equipped to help you optimize and remediate your customer's infrastructure.

GROW INTO NEW LINES OF BUSINESS

Pursue larger deals and extend customer support post migration with services to maintain, optimize and secure your customers' cloud environments.

DELIVER MORE AS A SERVICE WITH INGRAM MICRO CLOUD.

EXTEND YOUR BACK OFFICE AND SECURE YOUR FUTURE WITH OUR PROFESSIONAL SERVICES.

With Ingram Micro Cloud's Professional Services for AWS, you're not just reselling products. You can provide the right cloud solutions to meet your customers' diverse business needs and help them long term. Augment your cloud services portfolio with our end-to-end solution bundles, custom consulting and expert support.

PROFESSIONAL *SERVICES*

DISCOVERY & ASSESMENT

Discovery & Assessment (D&A) services help you better understand, classify, and size opportunities of existing workloads, creating a roadmap that results in a faster progression to AWS and faster consumption.

Features

- Complete technical resources to assist with D&A
- Our solutions architects will deliver full services and assist resellers
- Our sales engineers will move in to help seal the deal

Benefits

- Results in faster progression to AWS, leading to faster consumption
- Fixed fee per server/ workload makes budgeting simple

ARCHITECTURE & DESIGN

Architecture & Design (A&D) services to assist partners with 1-day, 3-day or 5-day architecture design effort to ensure best practices supporting a specific app or workload.

Features

- 1, 3 or 5 day services for fixed daily fee
- Includes logical architecture diagram, physical architecture diagram, Larger/complex workloads to be delivered in person while simpler workloads virtually

Benefits

- Helps protect partner acquisition costs
- Drives bigger/more complex workloads to AWS
- Fee is 50% refundable if workload moves to AWS and meets MRR minimum

PROOF OF CONCEPT

Proof of Concept (PoC) enables partners to mitigate risks by evaluating a particular workload in AWS to assess elements like scalability, operational effectiveness, DevOps and latency before a workload migration.

Features

- Fixed daily fee
- Typical POC effort is 3 weeks
- Funds available to help cover costs
- Ingram Sales Engineer will assist, virtually and on site as needed

Benefits

- Ensures higher success rate in AWS. Helps ensure stability with the workload
- Enables bigger/more complex workloads to AWS, stimulating consumption.

MIGRATION

Migration services provide partners with numerous flexible options to easily move customer workloads to single or multiple clouds, either using first-party tools or other partner tools for more specific migration needs.

Features

- Choose from offerings from trusted ISV or Pro Services partners (AWS Site Recovery & Corent SurPaaS MaaS)
- Some tools coupled with other valuable services

Benefits

- Speeds workload migrations to AWS
- Mitigates risk for partners
- Reduces overall friction in the sales cycle

MANAGED *SERVICES*

BUSINESS SUPPORT

Ingram Micro provides its resellers and customers an affordable way to avail professional support through this offering. This SLA bound support is great to keep your infrastructure running and address the issues in a timely manner

Features

- 16 X 5 Coverage
- SLA bound Incident Management
- OS and Services Monitoring
- Fault Resolution
- Housekeeping activities
- Automated Ticketing
- Monthly Reports / Views
- Certified professionals supporting your infrastructure

Benefits

- Coverage that supports your needs
- Detailed reporting to incident data allows you to plan on remediation
- Optional add on services to enhance the supported activities

PREMIUM SUPPORT

Premium support offers more in terms of features and coverage of the support. The service is ideal if you have a larger customer which has support needs beyond Professional model

Features

- Basic Support Features +
- 24 X 7 Coverage
- Resource Capacity analysis
- Backup and Recovery
- Storage Management
- Quarterly Operations View
- SLA Bound

Benefits

- Best In the class support model with around the clock support
- Priority driven SLAs helps keep your business impact to minimum

COST OPTIMIZATION

Cost optimization tracks your public cloud infrastructure allocation vs spend Ingram Micro will invest in reserved instances for all public clouds and offer a revenue share for partners

Features

- Resource consumption monitoring
- Cost Optimization Recommendations
- Multi cloud scenario evaluation
- Reserved instance revenue share

Benefits

- Helps keep your cloud costs in check
- Evaluates various scenarios across multiple cloud providers to optimize the cost of your deployment

SECURITY COMPLIANCE

Helps identify network / security threats on your public cloud infrastructure. Service offers Intrusion Detection / Prevention and other security prevention remediation actions. Support for compliance audits SOX, GDPR and PCI

Features

- Audits to find the compliance issues
- Compliance with most industry standards
- Intrusion detection and prevention
- Remediation actions reported and select actions closed
- Compliance reporting to help in your security audit

Benefits

- Helps keep your infrastructure compliant

FIXED COST STRUCTURE *FOR MIGRATIONS*

	Expectation	Reality
Server Capacity		
Migration Time		
Price		

PARTNERSHIPS AND TOOLS *FOR SUCCESS*

Cloudamize **MOVERE** **Corent** **RISC Networks CloudScape.** **CloudEndure®**

blazeclan **LTI** **CloudCheckr** **nOps**

CONTACT OUR AWS DEDICATED TEAM TO *LEARN MORE AND GET STARTED TODAY.*

CONTACT OUR TEAM

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