

## **Ingram Micro Canada introduces dynamic new Quote to Order module with Cisco to drive faster, more efficient service sales through the Reseller Services Portal**

**Mississauga, ON. December 7, 2009** – Ingram Micro Canada, a subsidiary of Ingram Micro Inc. (NYSE: IM), one of the world's leading technology distributors, announced today the addition of Cisco Canada to the Reseller Services Portal (RSP). The RSP automates IT product service renewal contracts, making it easier for IT solution providers to drive incremental revenue by registering, renewing, and refreshing their end clients' service contract purchases.

Designed by MaintenanceNet, the leading provider of service contract management software, to support Ingram Micro and their solution provider's service sales initiatives for Cisco Canada, the new Quote to Order Module is a component of the comprehensive Ingram Micro RSP product life cycle. The module integrates seamlessly with Cisco's order processing system and reduces the time required for Ingram Micro's sales agents and solution providers to generate a quote and transact Cisco SMARTnet orders.

"When integrated with Cisco's ordering systems, the RSP reduces research and transaction time and delivers electronic customized price quotes within minutes," said Tim Billing, Vice President, Vendor Management, Ingram Micro Canada. "The RSP's quote process is immediate, a huge time saver seeing that alternative solutions can take more than 24 hours to deliver a valid quote to customers."

Rolled out to select Ingram Micro customers earlier this year, the Quote to Order module is designed to help channel partners and end customers identify the right services. It works by streamlining traditional, labor-intensive approaches to service sales, allowing resellers to focus their efforts on helping customers faster and more effectively. Whether the channel partner wants to pro-rate, co-term, or quote different service levels on the same quote the module will facilitate their every need.

"With a built-in quote validation tool to ensure up-to-the-minute pricing, with profit margins and discount models, this tool helps deliver instantaneous and accurate quotes," Walt Jimenez Network Consultant at IOSecure. "We have been working with the module for 3 weeks and are delighted that it validates the quote to ensure we are selling the "right" service for our customers, reducing our number of quote and order errors. "

Dynamic in design, the Ingram Micro Quote to Order module is updated on an ongoing basis with the most current pricing and service data that sales teams need to be completely informed for their customers. It offers an easy-to-use shopping cart approach to service quoting and ordering.

### **About Ingram Micro**

As a vital link in the technology value chain, Ingram Micro creates sales and profitability opportunities for vendors and resellers through unique marketing programs, outsourced logistics services, technical support, financial services, and product aggregation and distribution. The company serves approximately 150 countries and is the only global broad-based IT distributor with operations in Asia. Visit [www.ingrammicro.com](http://www.ingrammicro.com).

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