



## Ingram Micro | Reseller Services Portal

### More Service Profit in Your Pocket

There's no question that adding a service contract to each technology solution you sell is the most reliable way to increase your margin and profit. But unlike a product sale, a service sale doesn't end when your customer walks out the door. There's still money to be made by selling a renewal when the customer's service contract expires one, two or three years down the line.

All you have to do is track the contract and contact the customer at the appropriate time — a task, unfortunately, that often turns out to be more difficult than it sounds. Ingram Micro's new Reseller Services Portal is the solution. By automating the contract-management process, this web-enabled application makes it nearly effortless to track maintenance contracts, warranties and leases, and ensures you'll capture 100 percent of the contract annuity revenue available to you. Here's how it works.

### Easy to Use

When you log in to the Reseller Services Portal, you receive immediate notification of any warnings, product updates or pending approvals that require your attention. You can then use the portal's simple interface to:

- Organize and list your customers' service contracts by expiration status (30, 60 or 90 days), with color coding for easy review
- Filter and list contracts by manufacturer, distributor or end user
- Search by client, purchase order or serial number
- View individual contracts by coverage number
- Add contract-specific notes
- Create total inventory reports on all assets for a particular end user
- Create custom reports based on selected criteria
- List and add users
- Access training materials

In addition to providing you with real-time access to your customers' service contract information, the Reseller Services Portal also offers automatic e-mail notifications, beginning at 90 days before a contract expires and repeating at 60 days, 30 days and on the expiration date, to ensure you won't miss an opportunity to renew. (All contract information is automatically integrated and imported from manufacturers and Ingram Micro, so there's no need to spend time on laborious data entry.) If you choose, you also can give your customers the option of viewing their own services portfolios and previous maintenance contract purchases through the portal. This not only helps them forecast and budget more effectively, but can strengthen their relationships with you by positioning your company as a total technology partner.

### Start Now

Don't let potential profits slip away. To find out how the Reseller Services Portal can help you grow your margins and increase your services business, call Ingram Micro Reseller Services today at 1 (877) 755-5002 or email [services@ingrammicro.ca](mailto:services@ingrammicro.ca)