



Ingram Micro | Seismic Portfolio

Seismic Service	Value	Features	Benefits
Remote Monitoring and Management (RMM)	Provides a complete, integrated solution for the remote monitoring and management of your customers' networks	<ul style="list-style-type: none"> Comprehensive monitoring with e-mail or paper notification Asset inventory and audits Patch and script download and verification Centralized management with intuitive graphical user interface (GUI) Comprehensive management reporting Seamless integration of key third-party applications 	<ul style="list-style-type: none"> Quality service can be added without investment in additional resources and infrastructure Recurring revenue streams and increased profitability Additional product and project sales opportunities Increased customer satisfaction due to improved network availability and performance
E-mail and Web Defense	Offers you an affordable way to add leading e-mail and web protection services to your line card	<ul style="list-style-type: none"> Blocks spam, viruses and worms before they enter the customer's network Fraud protection Latest defensive updates are deployed in minutes Fail-safe disaster recovery 	<ul style="list-style-type: none"> Very low cost, no-risk entry into managed services Easy to deploy and scale Increase customers satisfaction through rapid activation and comprehensive protection No hardware or software to purchase
Network Operations Center (NOC)	Allows you to provide a monitoring service for your customers' servers, applications and other network devices without having to invest in additional resources and infrastructure	<ul style="list-style-type: none"> Employs only highly trained, certified technicians Provides continuous monitoring Offers five levels of escalation for alerts VAR branded North American based call centre 	<ul style="list-style-type: none"> Reduced operating expenses More efficient management of your technical resources Increased customer satisfaction through proactive maintenance model Scalable
Help Desk	An affordable, scalable, highly technical call center that allows you to lower operating costs while providing your customers with quality product support	<ul style="list-style-type: none"> Level I – Call-answering, troubleshooting and call-logging Level II – Additional troubleshooting, remote remediation and escalation if not resolved North American based call centre Flexible hours of coverage 	<ul style="list-style-type: none"> Contained or reduced operating costs Higher level of customer service without additional investment in resources or infrastructure Quick deployment Your staff is free to focus on core business opportunities
Online Backup and Restore	Allows you to offer an affordable, easily managed and deployed solution for the universal need for secure cost-effective data storage and rapid file retrieval	<ul style="list-style-type: none"> Centralized, automated backup of PCs, files, applications and database servers Immediate recovery of remotely stored data Data encryption levels that exceed government standards Agentless management Three-stage data reduction Aggregate account invoicing 	<ul style="list-style-type: none"> Easy to deploy and scale without adding additional resources or infrastructure Source of recurring, high-margin revenue Gives you an affordable, secure and high-performance solution for your customers' data storage needs
Professional Services Automation (PSA)	Tracks and manages the services delivery process in real time, enabling you to lower your costs while improving technician billing, contract management and services delivery	<ul style="list-style-type: none"> Customer service request logging and tracking Technician scheduling RMM alert management Billable time tracking CRM Project management Billing Reporting 	<ul style="list-style-type: none"> More billable hours are captured Resources, people and projects are managed more efficiently and redundant tasks eliminated Improved productivity Automates repetitive business processes Integrates your service tools with your business platform Increased quality of services delivered
Print Monitoring and Management	Assists in restoring profits to your print business by allowing you to efficiently manage your client's print-related consumables, maintenance and per-page costs	<ul style="list-style-type: none"> Automated service and device status alerts (receive in real time), including toner level and service Total print asset management through comprehensive reporting Installation wizard for fast and simple enterprise-wide deployment 	<ul style="list-style-type: none"> Creates recurring revenue streams Captures toner sales In-depth knowledge of customer print devices provides you the opportunity to lock out competition

Call your Ingram Micro Seismic sales representative at 1-877-755-5002
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