



# Why do Business with Ingram Micro?



## **Ingram Micro Canada**

Headquartered in Mississauga, Ontario, Ingram Micro Canada has grown to become the nation's largest wholesale provider of technology products and supply chain management services. Our growth has propelled us to establish regional operations in Richmond, British Columbia and St-Laurent, Quebec. We also have sales offices in Calgary, Edmonton, Winnipeg, Ottawa, and Halifax.

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 100 countries and is the only global IT distributor with operations in Asia.

With our keen understanding of IT marketplace needs and a best-in-class operation that sets the standard for the industry, Ingram Micro offers a wide selection of IT solutions from today's leading brands to new and emerging technologies.

## **Value Add Services**

### **Finance and Credit**

The Ingram Micro Financial Services team is here to support your business. Our desire is to work with you to achieve your goals and help your business grow. As you will see many of the services we currently offer - including Increasing Credit Facilities, Enhanced Financing Options and Seasonal Programs are created with your business in mind.

Our Financial Services team will help guide you through every phase of your financial needs to assist you in determining the most effective way to finance your growth.

### **Preferred Leasing**

Ingram Micro Preferred Leasing is a multi-lender program available through a single point of contact within Ingram Micro. Because Ingram Micro Preferred Leasing represents the combined volume of all Ingram Micro channel partners, we attract the best funding sources the leasing market has to offer.

### **Ingram Micro Outlet**

The Ingram Micro Outlet program offers a set of unique services to our resellers, manufacturers and leasing partners. The Ingram Micro Outlet is responsible for managing all services, program development, marketing and sales related to refurbished computers, excess inventory, off-lease systems, customer returns or end-of-life products.



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With this initiative Ingram Micro is taking a leadership position in the secondary market that will reengineer the entire process of reverse logistics, refurbishing, manufacturer returns management and marketing of used and excess computer inventories.

Reverse logistics is a key competitive advantage:

- Leads to improved satisfaction levels from resellers
- Improved recovery for manufacturers
- Enable trade-in programs that can promote new product sales

### Personalized Delivery

Ingram Micro offers you another way to build mindshare and increase name recognition with your customers through our Personalized Delivery program. A customized packing slip can now accompany orders shipped from Ingram Micro to your customers. Using Personalized Delivery service, every fulfillment order can look like you shipped it yourself - complete with a packing slip with your logo on the front and personal message to your customers. A prominent watermark of your logo also can appear on the slip. In addition, the shipping label on each package will feature your company's logo.

Ingram Micro offers same-day shipping capabilities to ensure your customers receive their products quickly and accurately.

### Configuration Services

Deliver total configured solutions without investing in infrastructure by outsourcing Ingram Micro's configuration services. Our world-class facility is ISO 9002 certified, and boasts 15,000 square feet of state-of-the-art configuration equipment, including a 10,000 square foot staging area.

Our team of certified professionals adheres to the highest quality assurance and control standards and can process multiple configurations per shift. Our team uses a process assurance system called IM-Fast, which ensures every configuration procedure is followed with precision and care. IM-Fast is also supported by our quality assurance reporting system called Vitamin C, which gives you, our customer, the added security and confidence you require to deliver true value. This also reduces risk and liability concerns associated with performing this level of service yourself. Our technicians hold A+, MCSE, Novell and Microsoft, CCNA & CCNP certifications.

### E-Solutions

Improve your productivity and make more time for your customers with Ingram Micro's world-class suite of electronic services and support. Our powerful tools provide unrivalled accuracy with real-time ordering and an unmatched breadth of manufacturer and product information. Services include:

[www.ingrammicro.ca](http://www.ingrammicro.ca) (Corporate Website)

iBiz10 (Virtual Storefronts)

IM Mustang (XML)

File Transfer Protocol (FTP)

Electronic Data Interchange (EDI)

Computer-Assisted Purchasing System (CAPS)

### Ingram Micro Software Licensing Team

The Ingram Micro Licensing Program is a year-long multi-vendor program designed to grow sales and awareness of participating vendors' licensing programs. This comprehensive program offers our licensing customers a one-stop-shop to gather information on some of the industries top software licensing vendors.

Ingram Micro Licensing Team Specialists strive to make the licensing process as straightforward as possible. With the largest licensing department in the industry, representing over 20 major manufacturers, we can provide the complete licensing solutions you need.