

**For Immediate Use
Press Release**



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Ingram Micro appoints new Sales Director

Paul Scanlan to drive business while ensuring customer satisfaction

Sydney, Australia – Ingram Micro Australia, part of one of the largest global providers of technology products and supply chain management services, has appointed a new Sales Director to manage all call centre operations and sales initiatives.

With over 15 years of experience in national sales and marketing roles, Paul Scanlan brings a wealth of industry knowledge to this position. Having most recently held the position of National Sales and Marketing Manager for Minolta Business Equipment (a subsidiary of Minolta Corporation Japan), Paul has also fulfilled senior roles for Canon, Danka, Inchape and Pitney Bowes.

In his new role as Sales Director, Paul will be responsible for the inception and implementation of national sales and marketing campaigns aimed at driving business for Ingram Micro. Paul will also manage and directly support Ingram Micro's sales team and oversee all call centre operations.

Focusing on customer satisfaction, Paul's first task will be to employ new agents to the call centre, which has seen a significant increase in demand this year.

“To improve call centre functionality and customer service we are undertaking an aggressive recruitment campaign aimed at increasing call centre staff numbers by 20 per cent, enabling us to better deal with the increased workload,” said Paul.

“To further ease pressure on the call centre we are also launching a new web facility that allows customers to place orders and access product information and pricing online, saving them both time and money.”

Ingram Micro has also increased its trading hours from 8am-7pm for the month of June to cater for the spike in business caused by the end of the financial year.



A high-resolution image of Paul Scanlan is available at:

http://www.watterson.com.au/Downloads/Ingram_Micro/Personnel/Paul_Scanlan.jpg

About Ingram Micro Australia Pty Ltd

Ingram Micro Australia Pty Ltd carries a broad range of products including: components, hard disk drives, memory, networking, notebooks, PCs, peripherals, printers, servers, software, storage products and modems to serve the needs of Australia's IT marketplace.

Offices are located in Sydney, Melbourne, Brisbane and Perth. Visit

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About Ingram Micro Inc.

Ingram Micro Inc. is the largest global wholesale provider of technology products and supply chain management services. The company operates in 37 countries with sales of more than \$25 billion for the fiscal year 2001. Ingram Micro's global regions provide the distribution of technology products and services, market development programs, and supply chain management services to nearly 170,000 technology solution providers and 1,700 manufacturers. The company is focused on maximising shareowner value and achieving customer satisfaction through innovation in the information technology supply chain. Visit Ingram Micro at www.ingrammicro.com