



Wednesday, February 16, 2005

Dear Reseller,

Thank you for your continued support since Ingram Micro's acquisition of Tech Pacific in Australia on 9th November last year. Integrating the two companies required the fulfilment of certain legal requirements. These are now satisfied and it is now our intention to move forward as quickly as possible. I would therefore like to take a few moments of your time to provide you with an update.

Staffing for the new Ingram Micro will be finalised and communicated by Friday 18th February. The target date to have most staff shifted to Rosebery, Sydney, is 28th February. This date applies also to the Brisbane office move (the Brisbane Ingram Micro distribution centre will remain open) and to Melbourne, where the Mulgrave distribution centre will be replaced by the larger Burwood distribution centre and office premises. In April, staff in Perth will move into larger combined premises at Osborne Park, incorporating both office space and the distribution centre. In Adelaide there will be no change to the current premises. The Ingram Micro premises at Flemington, Sydney, will be closed by the end of April.

The Matraville and Melbourne distribution centres are currently being remodelled to increase their capacity. Whilst this is happening the Flemington distribution centres will be on-line, utilising Ingram Micro's *Impulse* IT system to ensure service levels continue to be met. From May all business will be conducted on the Tech Pacific *Adonis* IT system including *TechLink* functionality. This is to minimise any system changes and enable enhancements to the Ingram Micro *Impulse* IT system. It is planned that the company will move to Ingram Micro's *Impulse* IT system upgrade in 2006. The upgrade will include the retention of *TechLink* as our Web interface.

You can greatly assist the integration process via your purchasing behaviour. As we transition Ingram Micro staff and products onto the *Adonis* IT system and the *TechLink* Web site, please start purchasing via Tech Pacific and *TechLink*. Please use *TechLink* and the Ingram Micro Web sites as a guide on the progress of the product integration. If you find the product you need is on *TechLink*, please order it from Tech Pacific or via the *TechLink* Web site. This is important, especially from 28th February, as the Ingram Micro call centre will be relocated to the Tech Pacific branch in each state.

Customer pick-ups will be catered for at Perth, Melbourne, Sydney and Brisbane. We are currently working on a process to speed up collections at Matraville in Sydney to try and compensate for the extra travel to that area from Flemington.



These changes are designed to enable us to better serve our customers with the expanded portfolio of products and solutions now being offered by the combination of Ingram Micro and Tech Pacific. Under my leadership, the combined company will continue to focus on our key customer segments of Enterprise, Commercial, SMB, Regional, Communications and Retail with significant enhancements to our Licensing and OEM markets. Our attitude and commitment to all resellers, Australia wide, will remain with our ExpoTech and other roadshows travelling throughout metropolitan and regional Australia. ExpoTech kicks off in Hobart this year on 7th March.

Credit limits have received much speculation. The intention is to initially give resellers a credit limit at least equal to their current combined Ingram Micro and Tech Pacific limits. If you have any issues regarding your credit limit please contact either the Credit Team or your relevant sales staff. Please note that your current Ingram Micro and/or Tech Pacific contacts have not changed.

I am happy to announce that the two companies met their combined sales budget in January. Of course there is some fine-tuning to be done and I ask for your continued support and feedback during the remainder of the integration process. I will continue to keep you informed of changes resulting from the integration. Again, I invite you to contact us should you have any questions regarding these changes.

From 4th April, the combined company will be known as Ingram Micro Australia Pty Ltd. It will be a company with a fully decentralised "Go to Market" structure. This includes customer-focused staff in seven locations around Australia and distribution centres with increased stockholdings in four of these locations. We will represent over 100 global market leading vendors. In Australia, that will ensure that Ingram Micro is the best way to get technology from the people who make it to the people who use it.

Regards,

A handwritten signature in blue ink that reads "K Baillie".

Kerry Baillie
Managing Director,
Ingram Micro Australia Pty Ltd