

# Extend your reach and increase your profits. Sell professional services and training.

## Ingram Micro makes it easy with a single online connection.

Membership to Ingram Micro Link gives you 24/7 online access to all professional IT services throughout the technology lifecycle. You'll have a single point of access for your professional services needs—so you can request, order and deliver onsite and/or remote services to your customers directly from the online portal with no transaction fee. Ingram Micro manages the financial transactions, quality assurance and SLAs while you control the relationship with your customers. In short, you supplement your own service delivery capabilities by relying on ours.

### Grow your customer relationships and portfolio with professional services.

Ingram Micro and Cisco offer a broad range of professional services designed to improve your customers' IT infrastructure and give them greater confidence in their technology investments. Our professional services include:



#### **PENETRATION TEST ASSESSMENT**

to evaluate the effectiveness of network security programs



#### **WIRELESS NETWORK ASSESSMENT**

to ensure a reliable and secure wireless infrastructure capable of handling mission-critical functions



#### **VOICE- & VIDEO-READINESS ASSESSMENT**

to improve and optimize unified communications infrastructure



#### **FIREPOWER NETWORK THREAT ASSESSMENT**

to safeguard networks in today's ever-changing cybersecurity landscape

#### **AND MUCH MORE**

### The benefits to you:

- Increase sales of network security software and applications, Cisco unified communications and collaboration (UCC), wireless LAN networks/next-generation wireless technology and next-generation firewalls.
- Grow your margin through an expanded services portfolio.
- Assessments done early in the planning process build "trusted advisor" relationships with customers.
- Unbiased, third-party assessments are designed to achieve the best possible outcome for customers based on analytics.
- Fixed price services eliminate surprises and provide predictable costs.

### Improve your customers' IT knowledge and peace of mind with award-winning training.

Ingram Micro and Cisco offer extensive and affordable world-class, vendor-authorized certification training for IT professionals and technical staff. The courses cover a broad range of topics, including:



#### **CISCO DATA CENTER TRAINING**



#### **CISCO ROUTING AND SWITCHING TRAINING**



#### **CISCO SECURITY TRAINING**

#### **AND MUCH MORE**

### The benefits to you:

- Earn margins of 40% or more by adding training to your customer solutions.
- Improve your customers' technical proficiency and confidence. Cisco statistics show that organizations with more certified professionals have:
  - 20% less downtime
  - 20% fewer expenditures on external support for network management
  - 30% fewer expenditures on external support for network security
- Provide your customers with greater flexibility in scheduling. Courses are offered in live, online, instructor-led and after-dark formats and are available in the U.S. and Canada.



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