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New Ingram Micro Service Helps Channel Partners Compete and Win on Larger, Long-Term Government Contracts

High-Value Federal Contract Management Service Includes Dedicated Support Team, New Contract Bid Desk, Market Development Resources, Priority SLAs, Compliance Management Services and More

SANTA ANA, CA -- (Marketwired) -- 04/27/15 -- Simplifying success, Ingram Micro Inc. (NYSE: IM) today announced a new sales, service and support program offered exclusively to channel partners focused on the business IT needs of the Federal marketplace. Available now as part of the Ingram Micro Federal Advantage Program, the new ***Contract Management Service*** provides the contract management and support services channel partners need in order to compete, win and properly manage large, long-term government IT service contracts.

"The Federal market is fiercely competitive and demands a much higher touch from channel partners on the front and backend of the deal in order to win and maintain these strategic, high-value contracts," said Tony Vottima, executive director, Ingram Micro. "Our new Federal Advantage Program and Contract Management Service simplify the sale and success by giving channel partners the advantage when selling to and supporting the Federal market."

"Ingram Micro's new Federal Advantage Program delivers a real business advantage to channel partners selling into the Federal market," said Reza Zarafshar, president, Advanced Computer Concepts. "By leveraging Ingram Micro, we are able to better support and grow our business, while enhancing service levels and providing more relevant and cost-effective solutions to our customers. Ingram Micro's new Contract Management Service is a business multiplier and a key contributor to our service excellence."

"GTRI is a long-term partner with Ingram Micro and works with Ingram Micro on many government contracts," said Gail Springer, director, federal programs and capture, GTRI. "Ingram Micro is a natural extension of our contracts team, helping us effectively and efficiently serve and support the public sector. With the launch of Ingram Micro's new Contract Management Service we anticipate our opportunities to collaborate on Federal contracts to grow dramatically in the coming months."

Business-Building Support Helps Close More Federal Deals

The Ingram Micro Contract Management Service offers channel partners a wide variety of dedicated resources, services and support offerings to help simplify success and make it more cost effective to meet and comply with Federal contract requirements. These resources, services and support teams include:

- ***New Contract Bid Desk:*** Developed to aggregate and track business opportunities

with greater speed and efficiency, the new Contract Bid Desk works in conjunction with Ingram Micro's federal sales and technical support teams to help channel partners generate compelling bids that meet stringent demands around technology, compliance and service level agreements (SLAs).

- ***New Contract Management Resources:*** Channel partners using the new Ingram Micro Contract Management Service will have access to a variety of resources including minimum mandatory technology refresh cycles, TAA compliant product information, and depth and breadth cataloging to help them achieve and maintain contract requirements.
- ***Priority SLAs and Expanded Technology Portfolio:*** Channel partners receive priority SLAs and access to the industry's broadest and most in-depth solutions and services portfolio featuring mainstream, alternative and emerging technology brands approved for use within the Federal market.
- ***Dedicated Market Development Team:*** Skilled in the ins and outs of the Federal market, these teams of experts are critical to the business development process and available to channel partners for field engagements.

"Ingram Micro Federal Advantage Program offers channel partners the highly-specialized experts, engineers, resources, services and support they need to win big in the Federal market and scale their services more profitably and professionally," said Kirk Robinson, senior vice president, Ingram Micro. "We're committed to the Public Sector and will continue to lead the market by enabling our channel partners to be the best."

Channel partners actively involved in the Ingram Micro Public Sector Elite community receive discounted access to the new Contract Management Service. Other business-building services within the Federal Advantage Program are offered at no additional cost to community members. For more information about the new Ingram Micro Federal Advantage Program and Contract Management Service please contact Ingram Micro sales or visit http://www.im-publicsector.com/pse.

About Ingram Micro
Ingram Micro helps businesses Realize the Promise of Technology™. It delivers a full spectrum of global technology and supply chain services to businesses around the world. Deep expertise in technology solutions, mobility, cloud, and supply chain solutions enables its business partners to operate efficiently and successfully in the markets they serve. Unrivaled agility, deep market insights and the trust and dependability that come from decades of proven relationships, set Ingram Micro apart and ahead. Discover how Ingram Micro can help you Realize the Promise of Technology. More at www.ingrammicro.com.

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