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Ingram Micro Expands Seismic Virtual Services Warehouse With Four New Managed Service Offerings

New Operating Infrastructure and Services Enable Solution Providers to Lower Operating Costs and Increase Managed Services Capabilities and Support

SANTA ANA, Calif., May 7 /PRNewswire/ -- Ingram Micro Inc. (NYSE: IM) today announced four new service and support offerings for the Seismic Virtual Services Warehouse, including a Managed Network Operations Center (NOC) and Managed Help Desk. These service offerings, combined with the new Seismic Professional Services Automation (PSA) Software and Seismic E-mail and Web Defense Service, enhance Ingram Micro's hosted managed services portfolio and will ultimately drive more value for partners and their customers.

Available now, these new Seismic service and support offerings help solution providers and MSP (managed service provider) partners lower operating costs while dramatically increasing service and support capabilities. Each service can be sold separately or bundled together as part of a complete Seismic managed services solution. The offerings include:

* Seismic Managed NOC -- Interoperable with most remote management and monitoring tools, the Seismic Virtual NOC offers partners a low-cost, hassle-free solution to outsourcing and managing routine network and desktop maintenance and monitoring. Based in the United States, the Seismic Managed NOC helps partners maximize their remote monitoring capabilities and allows their engineers to focus on high-end implementations and on-site client projects.

* Seismic Managed Help Desk -- Designed to enhance customer service and satisfaction while driving down operating costs, the Seismic Managed Help Desk offers an affordable and reliable means for partners to deliver 24/7 remote support to clients. Like the Seismic Managed NOC, the Seismic Managed Help Desk can be privately labeled by the solution provider to ensure a consistent customer-service experience. Partners can purchase the Seismic Managed Help Desk on a point-based system or through unlimited annual calls per end-user.

* Seismic PSA Software, powered by Autotask -- To help partners improve service desk productivity and operational efficiencies, Ingram Micro has partnered with Autotask to deliver the industry-leading PSA application. Renowned for its functionality, the Autotask PSA software is interoperable with the Seismic Managed Workplace and available for purchase through Ingram Micro.

* Seismic E-mail and Web Defense Services, powered by MX Logic -- These two new hosted offerings provide Seismic partners with an affordable way to incorporate email and Web protection services into their

existing managed services offerings. Working in conjunction with the Seismic Managed Workplace and Virtual NOC, the Seismic E-mail and Web Defense offerings will provide an effective first line of defense at the network perimeter to prevent vulnerabilities and threats such as spam, worms and spyware from entering a managed network.

"Seismic's mission is to help our partners succeed with managed services by alleviating barriers to entry, advocating best practices and offering partners access to an increasing array of affordable and proven MSP services and support resources," says Justin Crotty, vice president, services, Ingram Micro North America. "With the addition of the Seismic Managed NOC, Managed Help Desk, E-mail and Web Defense Services, and PSA Software, Ingram Micro has established the infrastructure support and platform flexibility our partners need to grow their businesses and be successful long-term."

Availability and Contact Information

Ingram Micro's Seismic portfolio is available now. All services, including the Seismic Managed Workplace, Managed NOC, E-mail and Web Defense, PSA and Managed Help Desk, can be purchased together or separately. For more information, solution providers can contact Ingram Micro at (800) 705-7057 option 5, send e-mail to services@ingrammicro.com or visit www.ingrammicro.com/servicesdivision.

About Ingram Micro Seismic Virtual Services Warehouse

The Seismic Virtual Services Warehouse and the Seismic Partner Support Portal were introduced in October 2006. Today, the new Seismic hosted RMM platform is being used by solution providers and MSPs to deliver cost-effective support services without having to purchase and maintain their own hosted infrastructure. Additional Seismic service offerings will be announced throughout the year and made available exclusively through Ingram Micro.

About Ingram Micro

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 more than 150 countries and is the only global broadline IT distributor with operations in Asia. Visit www.ingrammicro.com.

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