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Ingram Micro's Services Division Simplifies Ordering Process for Cisco SMARTnet With Successful Reseller Services Portal

New One-Step Ordering Functionality Makes it Easier for Solution Providers to Sell More Cisco SMARTnet Services

LAS VEGAS, Oct. 16 /PRNewswire/ -- VENTURETECH NETWORK INVITATIONAL -- Ingram Micro Inc. (NYSE: IM) today announced an innovative, easy-to-use quoting and ordering capability for Cisco SMARTnet, available exclusively through the Ingram Micro Reseller Services Portal (RSP), powered by MaintenanceNet.

The new Cisco SMARTnet ordering capability gives Ingram Micro solution providers in the U.S. the ability to quickly configure, quote and place SMARTnet orders directly through the RSP. The RSP has integrated all the necessary Cisco tools into the site, including Service Look-Up Utility, SCC, SM3 and Ingram Micro-specific solution provider pricing. This new capability reduces the complexity of navigating through two separate systems, allowing customers to more easily and efficiently manage and purchase Cisco SMARTnet orders from one site.

"Our goal is to help partners sell more services and create profitable, recurring revenue streams that have a sizable impact on their business," says Justin Crotty, vice president, services, Ingram Micro North America. "By using the RSP our partners can manage their SMARTnet orders and renewals in a more efficient and timely manner, which also means they can place more orders and make more money doing it."

"The new ordering functionality that we've built into this self-help quoting module for the Ingram Micro RSP will make selling SMARTnet services easier than ever before," said Scott Herron, CEO of MaintenanceNet, Inc. "With the RSP, VARs are able to increase their time to revenue, while bringing new levels of customer service and sales efficiency to their businesses."

Available now, the new Cisco SMARTnet quoting and renewal ordering capability complements the RSP's existing business-building features, which include an intuitive portal interface with tabular views into service-contract life cycles, renewals and new asset opportunities, as well as tools for service registration and integrated self-help quoting. Live demonstrations will be available this week during the Tech Fair at the VentureTech Network Invitational in Las Vegas.

The Ingram Micro RSP was introduced in 2006 as a free value-added service to all Ingram Micro partners in the U.S. In less than one year, the RSP has become an incremental

money-maker for more than 2,200 solution providers, many of whom are members of Ingram Micro's VentureTech Network and Ingram Micro Services Network. In the last six months, the number of VTN members using the Ingram Micro RSP has increased by nearly 50 percent.

For more information about the RSP, visit www.ingrammicro.com/resellerservicesportal. To request a login ID and password for the Ingram Micro Reseller Services Portal, simply e-mail servicenow@ingrammicro.com or call (866) 490-1304.

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

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