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Ingram Micro Selected by Heartland Technology Solutions to Drive Customer Success

Ingram Micro Cloud's Value-Driven Service Desk Ensures Service-Level Agreements Are Met Through One-Call Resolution, White-Label Service Options and Two-Way PSA Integration

SANTA ANA, CA -- (Marketwired) -- 08/24/15 -- Ingram Micro Inc. (NYSE: IM) today announced that leading managed service provider (MSP), Heartland Technology Solutions (HTS), is using the Ingram Micro Service Desk and Cloud Ignite Services™ to successfully monitor and troubleshoot daily help desk issues for its SMB customers. Featuring one-call resolution, real-time monitoring, white label service options, and integration with leading PSA tool, ConnectWise, Ingram Micro's value-driven support services allow HTS to consistently exceed service-level agreements (SLAs) while significantly boosting productivity levels and profitability.

"Our customers rely on us to deliver exceptional customer service and support," said Connie Arentson, VP of service operations, Heartland Technology Solutions. "We had tried using outsourced help desk services with another company, but they failed to meet our standards. However, Ingram Micro's support offering was much different. For example, they enabled us to purchase an 800 number. Now, when any customer calls for support, they're greeted by a certified support technician representing our company, which strengthens our brand. I know our customers are in good hands when utilizing Ingram Micro's support capabilities to accelerate and grow their cloud businesses."

HTS, a leading provider of IT support and managed IT services, serves 650 customers across the Midwest and beyond. While engaging a manufacturing client about disaster recovery as a service (DRaaS), HTS quickly realized how much benefit Ingram Micro's value-driven support offerings would bring to the client. The Ingram Micro Service Desk was appealing to HTS because it offered the affordable, scalable and quality-driven capabilities needed to lower operating expenses, while providing customers with an unparalleled support experience.

"In addition to becoming a nice source of monthly recurring revenue, Ingram Micro's Service Desk enables our customer's IT resources to focus on more strategic projects, which positively impacts their business," continued Arentson. "Leveraging Ingram Micro and its cloud offerings have also led to conversations with our customers about bigger cloud-based opportunities with HTS."

With the support of Ingram Micro, HTS's business portfolio and cloud offerings have continued to grow. Most recently, HTS has begun selling Microsoft Office 365 through the Ingram Micro Cloud Marketplace via the Microsoft Cloud Solution Provider (CSP) program.

HTS can now directly purchase, provision, price and invoice unique Office 365 bundles from a single, automated platform while delivering consolidated billing and owning the complete end-user lifecycle for enhanced customer intimacy and cloud sales.

"It's extremely rewarding to have a managed service provider like HTS select Ingram Micro to support a key component of its business," said Jason Bystrak, executive director, North America, Ingram Micro Cloud. "Both of our organizations are committed to customer success and we're excited to partner with HTS to deliver the value-added support services that drive measurable growth and profitability in the cloud. We look forward to expanding our partnership with HTS as they continue to transform their business with new cloud offerings."

To learn more about the benefits of the Ingram Micro Service Desk visit IngramMicroCloud.com/service-desk.

To find out more about Ingram Micro Cloud visit: http://www.ingrammicrocloud.com/.

About Heartland Technology Solutions
We help our clients create reliable and efficient IT networks by supporting their technology for them, or working together with their existing IT staff. We have one of the most experienced IT service teams in the Midwest and we're eager to earn your business with our outstanding on-site and remote IT support. http://www.heartlandtechnologies.com/

About Ingram Micro Cloud
Ingram Micro is a master cloud service provider (mCSP), offering channel partners and professionals access to a global marketplace, expertise, solutions and enablement programs that empower organizations to configure, provision and manage cloud technologies with confidence and ease. For more information on Ingram Micro Cloud, please visit www.ingrammicrocloud.com.

About Ingram Micro Inc.
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. More at www.ingrammicro.com

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