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Ingram Micro Services Division Launches New Business Continuity, Disaster Recovery Services for Channel Partners

Industry's Leading Services Division Expands Onsite Professional Services; Makes it Easier for Solution Providers to Meet Growing Demands for High-Value Business Continuity, Disaster Recovery Services

SAN DIEGO, Oct. 15 /PRNewswire/ -- Ingram Micro Inc. (NYSE: IM) today announced it has expanded its professional services offerings to include business continuity and disaster recovery (BC/DR) services.

Available to solution providers in the U.S. and Canada via the Ingram Micro Services Network (IMSN), these new offerings enable partners to quickly build or expand a BC/DR practice without any significant investments in their current infrastructure or engineering and sales staff. Ingram Micro solution providers can also call upon Ingram Micro to secure these new BC/DR services for their own businesses, as well as their clients.

Ingram Micro's BC/DR services were designed to provide a more holistic and comprehensive approach to assessing, anticipating, and planning and preparing for potential business interruptions, ranging from major to minor. By leveraging ITIL, Six Sigma(TM), and other Total Quality Management (TQM) process models, Ingram Micro's BC/DR services also provide a repeatable, consistent approach to service that can grow and change with solution providers' and end users' business needs.

"Business continuity planning and disaster recovery solutions and services are critical to businesses of any size, and in many cases, serve as the sole lifeline for companies when the unexpected occurs," says Jason Beal, director of sales, Ingram Micro Services Division. "With this new line of onsite professional services, we're providing a BC/DR blueprint that makes it easy for our partners to take advantage of the growing awareness and demand of end users for business continuity services and disaster recovery solutions. Equally important is the fact that our partners can also use these services to ensure their businesses are protected as well."

Rick Chernick, CEO of Camera Corner/Connecting Point (CCCP), a $38 million service provider in Northwest Wisconsin, was among the first to purchase, use and ultimately resell Ingram Micro's new BC/DR services to its high-profile customer base.

"Earlier this year we learned firsthand the importance of business continuity planning and disaster recovery," says Chernick, recalling an unruly fire that nearly wiped out CCCP's entire data center. "With the help of Ingram Micro and a team of service providers within the IMSN, we were able to recover ninety-eight percent of the data stored on these servers and

get our business back up and running in just five days."

CCCP has since adopted a business continuity plan, as well as an actionable disaster-recovery solution to safeguard the company and its clients' data. In addition, CCCP is now proactively selling Ingram Micro's BC/DR services to its clients as a managed service and competitive differentiator.

"In a matter of months, we built an entire practice around business continuity planning and disaster recovery solutions, and have since seen our product and services revenues grow as a result," says Chernick. "BC/DR has become one of our most valued service offerings and really strengthened our position as a trusted advisor with our clients and prospects."

Free Services Webinars and General Information

For more information about Ingram Micro's new business continuity and disaster recovery Services, solution providers can contact their local sales representative, call (800) 456-8000 ext. 64803 or e-mail imsnservices@ingrammicro.com.

Interested solution providers can also attend one of the following Ingram Micro webinars to learn more about BC/DR professional services:

Thursday, November 6 at 10 a.m. PST. Register at
https://ingrammicro.webex.com/ingrammicro/onstage/g.php?d=751505466&t=a

Thursday, November 13 at 1 p.m. PST. Register at
https://ingrammicro.webex.com/ingrammicro/onstage/g.php?d=753913807&t=a

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