August 17, 2015

Ingram Micro Announces Worldwide Availability of Microsoft Advisor to CSP Service Plan

Automated Cloud Marketplace Provides Channel Partners With Seamless, Self-Service Conversion of Microsoft Office 365 Advisor Subscriptions to CSP

SANTA ANA, CA -- (Marketwired) -- 08/17/15 -- Further demonstrating its commitment to channel empowerment, Ingram Micro Inc. (NYSE: IM) today announced the global availability of the Microsoft Advisor to Microsoft Cloud Solution Provider (CSP) service plan. Initially offered in Canada, Mexico and the United States, the service plan now extends to 13 countries including Australia, Belgium, France, Germany, Italy, Netherlands, New Zealand, Spain, Sweden and United Kingdom. Channel partners worldwide can quickly and seamlessly convert Office 365 Advisor subscriptions to the profitable CSP program in a self-service fashion through Ingram Micro's automated Cloud Marketplace.

The Microsoft CSP program is designed to provide channel partners with increased profitability, topline revenue, and ownership of the customer relationship from contracting to invoicing and technical support. Ingram Micro provides channel partners with a simple three-step process to convert Advisor subscriptions to the new CSP program on the Cloud Marketplace. This fully automated process empowers channel partners to provision, bundle, invoice, manage and support Microsoft Cloud Solutions with greater ease and efficiency. Authorized to sell cloud services via the Microsoft CSP program in over 40 countries, Ingram Micro has embraced the CSP program as a major cornerstone in its cloud channel strategy.

"Ingram Micro remains fully aligned with Microsoft to drive channel sales for Microsoft Cloud Solutions," said Nimesh Dave, executive vice president, global cloud, Ingram Micro. "As the first tier-2 partner to automate the conversion of Microsoft Office 365 Advisor subscriptions to CSP through a single portal, we are excited to deliver a service plan that accelerates the transition and the adoption of CSP."

Through Ingram Micro's Microsoft Advisor to CSP service plan, channel partners can take the Microsoft Office 365 Advisor subscription and convert it to the equivalent CSP subscription through Ingram Micro, without any penalty. Unlike the Microsoft Advisor model, which requires the end-user to purchase directly through Microsoft, barring ownership rights of the reseller to the customer, channel partners are now able to maintain complete control of the pricing, billing, and support for Office 365. Channel partners can also bundle the service with other cloud solutions on the Ingram Micro Cloud Marketplace and receive one consolidated invoice.

"Channel partners who have direct control of their client relationships, have higher retention and greater opportunity for attached services," said Phil Sorgen, Corporate Vice President,

Worldwide Partner Group at Microsoft Corp. "By migrating from Microsoft Advisor to CSP, channel partners can take full control of the advantages of Microsoft Cloud Solutions."

"Ingram Micro's Microsoft Advisor to CSP service plan available through the Cloud Marketplace has brought substantial value to our cloud business," said Chris Bradley, VP Managed/Cloud Solutions, ProTech Systems Group, Inc. "The automated platform delivers a seamless, zero impact license migration for my customers, while providing us a range of noticeable benefits including greater renewal margins and ownership of the complete cloud subscription lifecycle."

Since customer service excellence is key to a successful cloud business, Ingram Micro also provides Office 365 support through the Ingram Micro Service Desk. The Ingram Micro Service Desk is a fee-based, quality-driven service offering on the Cloud Marketplace which channel partners can resell to their customers and bundle with other cloud solutions. It provides a 24/7/365 multilingual team that delivers level 1 technical support for front office, desktop and many IT-related issues via phone, chat and email. To learn more about the benefits of the Ingram Micro Service Desk, visit IngramMicroCloud.com/service-desk.

"Purchasing and provisioning on demand is critical to the success of our business," said Raymond Reekers, Owner, Init3 BV. "Through Ingram Micro's value-driven support services and flexible automated processes, cloud business transformation is simplified for both us and our customers."

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

Press Contact:
Lorrie Hunsaker
Ingram Micro Cloud
Email Contact

Source: Ingram Micro Inc.