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Ingram Micro Expands IM Link With New IBM Professional Services Specialists

Industry Leading Services Network Now Offering North America Channel Partners Access to Professional Services and Support for IBM Software Portfolio

SANTA ANA, CA -- (Marketwired) -- 06/03/13 -- The North America Services Division of Ingram Micro Inc. (NYSE: IM), the world's largest wholesale technology distributor and a global leader in IT supply-chain, mobile device lifecycle services and logistics solutions, today announced it has expanded its IM Link services network to include an IBM Professional Services specialization that is available immediately to channel partners in the U.S. and Canada.

The first of several vendor-specific specialty services set to launch as part of IM Link in 2013, the new IBM specialization makes it easy for channel partners to team with and insource the skill set of authorized IBM Software service providers across the U.S. and Canada in a non-competitive environment. The IBM specialists featured within IM Link have proven experience across the entire portfolio of IBM Software solutions, including business analytics, storage and content management, security, mobility and collaboration software.

The new IM Link specialization also provides existing IBM Software partners the ability to secure professional services resources when their staff is at capacity. Additional IBM specializations and professional services focused on IBM Power Systems, PureSystems, System x and Smarter Storage Systems will be available in the second half of 2013.

"Specialization is key to meeting the needs of today's diverse marketplace, but not every partner can afford to go wide and deep across a broad portfolio of solutions and services. That's why we've invested in IM Link and are teaming with vendors such as IBM to introduce specialists into the mix that are willing to partner versus compete for, or decline to pursue, the business opportunity," says John Redman, manager of professional services, Ingram Micro Services Division, North America.

"IM Link is a reliable, proven and flexible business resource that allows channel partners to say 'yes' to their customers' technology needs without having to invest more in the business, or, in this case, become an IBM Software authorized partner," says Jason Bystrak, director of sales, Ingram Micro Services Division, North America. "IM Link is fast becoming the easy button for channel partners looking to find the right talent and expertise to help them win more business, expand their reach and provide exceptional service."

Unveiled in April 2013 at the Ingram Micro Cloud Summit, IM Link is a unique online professional services network that makes it easier for channel partners throughout North America to collaborate and insource technology lifecycle services from a select community of highly-qualified IT service providers. IM Link operates under a simple, non-competitive

service delivery framework that is comprised of four distinct categories. These include planning, implementation, management and support.

"The immixGroup is excited to take advantage of IM Link's new IBM specialization to expand our business and IBM expertise within key focus areas such as security, mobility and analytics," says Vaughn Harman, director, Enterprise Solutions Technology Sales Division, immixGroup, Inc.

There are no membership dues, transaction fees or monthly services charges to use IM Link. Additional specializations and networks offered within IM Link include Public Sector, HealthCare, Websense, DataCore, McAfee Web Security, Pro/AV Digital Signage, High Performance Computing and Virtualization Services.

Ingram Micro channel partners interested in learning more about IM Link are encouraged to create a free account and use the online service delivery platform as a cost-effective, easy and efficient means of insourcing the industry expertise, business services and technical talent needed to close new business. IM Link can also be used by Ingram Micro channel partners to fulfill specific projects, deploy regional or national rolls outs and facilitate ongoing service agreements without risk, brand confusion or price discrepancy.

Additional details about IM Link and Ingram Micro's growing portfolio of professional services can be found at www.ingrammicro.com/professionalservices.

For more information on Ingram Micro visit www.ingrammicro.com.

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About Ingram Micro Inc.
Ingram Micro is the world's largest wholesale technology distributor and a global leader in IT supply-chain, mobile device lifecycle services and logistics solutions. 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 and mobile solutions, technical support, financial services and product aggregation and distribution. The company is the only global broad-based IT distributor, serving approximately 160 countries on six continents with the world's most comprehensive portfolio of IT products and services. Visit www.ingrammicro.com.

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