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Ingram Micro and Fujitsu America Team to Deliver 24/7 IT Service Desk Solution to Channel Partners

New Ingram Micro Service Desk Makes It Easier and More Cost-Effective for Channel Partners to Provide Robust IT Service Desk Capabilities to Customers Worldwide

SANTA ANA, CA -- (MARKET WIRE) -- 04/11/11 -- The Services Division of Ingram Micro Inc. (NYSE: IM) and Fujitsu America are pleased to announce the Ingram Micro Service Desk. Managed by Fujitsu and available as part of the distributor's growing IT services portfolio and Ingram Micro Cloud marketplace, the new service desk provides North America-based solution providers and managed service providers (MSPs) access to an industrial-strength, seamless 24x7x365 service and support operation.

Designed to complement managed IT and cloud-based service offerings, the new Ingram Micro Service Desk makes it easy and affordable for channel partners to offer customers immediate access to a team of highly experienced customer service representatives anytime day or night.

"The quality, cost and availability of customer service and IT support play a critical role in a business owner's decision making process -- especially when it comes to fixed-fee managed IT and cloud computing solutions," says Renee Bergeron, vice president, managed services and cloud computing, Ingram Micro North America. "By teaming with Fujitsu, we're able to offer our channel partners access to a scalable, affordable, world-class Service Desk solution that will further differentiate their value and set them apart in the industry."

Available now, the Ingram Micro Service Desk is based on ITIL principles and backed by Lean Services methodologies from Fujitsu. The core value of the new Service Desk is in its proven ability to provide cost-effective, robust Level 1 Service Desk support under the channel partners' brand to customers worldwide. All Ingram Micro Service Desk representatives are trained in service requests, incident management, service maintenance, information requests, and 1st level support for systems and software.

"The experienced customer service representatives at Fujitsu act as an extension of the channel partner's organization and serve as a single point of contact for their customers' technology support needs," says Ray W. Caul, vice president customer service, Fujitsu America. "We're proud to be a featured vendor partner within the Ingram Micro Services Division and welcome the opportunity to provide its members access to our industrial-strength Service Desk solution."

For more information about the new Ingram Micro Service Desk, channel partners in the U.S. can email salesservices@ingrammicro.com or call (800) 705-7057. In Canada, please

email services@ingrammicro.ca or call (877) 755-5002. Additional information can be found at www.ingrammicro.com/services and www.ingrammicrocloud.com.

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