

August 23, 2011



Ingram Micro Cloud Now Offering BMC Remedyforce Help Desk Tool and SherWeb Hosted Microsoft Exchange Solutions to Channel Partners

Leading IT Help Desk in the Cloud and Hosted Microsoft Email and Collaboration Solutions Now Available for Purchase From Ingram Micro Cloud

SANTA ANA, CA -- (MARKET WIRE) -- 08/23/11 -- Recognized as the IT industry's leading cloud services aggregator, Ingram Micro Inc. (NYSE: IM) today announced BMC Software Inc.'s (NASDAQ: BMC) Remedyforce Help Desk tool and SherWeb's hosted Microsoft Exchange business email and collaboration solutions are now available to Canadian channel partners for purchase from the Ingram Micro Cloud (www.ingrammicrocloud.com). BMC Remedyforce is also available to Ingram Micro channel partners in the U.S.

"The Ingram Micro Cloud services portfolio is growing rapidly to meet the dynamic needs of our channel partners here in Canada and in the U.S.," says Renée Bergeron, vice president, managed services and cloud computing, Ingram Micro North America. "Both SherWeb and BMC Software offer high value, cloud-based service offerings that channel partners can easily take to market as a stand-alone service or part of a more comprehensive managed IT solution."

"Built on salesforce.com's cloud platform, the BMC Remedyforce Help Desk tool helps channel partners automate the entire IT support process -- from incident to change to analysis -- and makes it easier for technical support staff to respond quickly and efficiently to conditions that can disrupt their clients' business services," says Jason Andrew, vice president of indirect channels, BMC. "Developed by BMC and salesforce.com, Remedyforce is a great addition to the Ingram Micro Cloud Marketplace."

SherWeb, a Microsoft Gold Certified Partner and world-leading provider of hosted Microsoft Exchange business email and collaboration solutions, is the Ingram Micro Cloud's first pure-play Canadian vendor to join the Ingram Micro Cloud Marketplace. Available SherWeb solutions include a variety of hosted services such as Microsoft® Exchange 2010, SharePoint Foundation 2010, BlackBerry Enterprise Server, and OCS 2007.

"Hosted Microsoft Exchange email and collaboration services are a great entry point for solution providers and MSPs who are just getting started with cloud services," says Peter Cassar, president and CEO, SherWeb. "We're pleased to be the first Canadian-led cloud service offered as part of the Ingram Micro Cloud."

Launched in November 2010, the Ingram Micro Cloud (www.ingrammicrocloud.com) offers

channel partners access to hundreds of business, strategy, marketing, technical and sales resources. The website is also home to the Ingram Micro Cloud Marketplace, a transactional, online marketplace where solution providers will soon be able to shop, procure, provision and obtain invoices for their cloud services directly from Ingram Micro.

A free [30-day trial](#) of BMC's Remedyforce is now available to Ingram Micro channel partners throughout North America. Both BMC and the Ingram Micro Services Division will be attending [Dreamforce '11](#) Aug. 30 to Sept. 2 in San Francisco.

For more information on Ingram Micro and the Ingram Micro Cloud visit www.ingrammicro.com or www.ingrammicrocloud.com.

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Business Runs on IT. IT Runs on BMC Software.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended June 30, 2011, BMC revenue was approximately \$2.1 billion. Visit www.bmc.com for more information.

About SherWeb Inc.

A worldwide hosted services leader, SherWeb specializes in providing the most competitive email and collaboration solutions to businesses and partners around the world. Founded in 1998, SherWeb is a privately-owned company headquartered in Quebec, Canada. Its 500,000-user customer base spans more than 100 countries. Its service portfolio includes [Microsoft Hosted Exchange](#), Office Communications Server, Hosted SharePoint, Hosted Dynamics (CRM), Hosted BlackBerry, Web hosting, VPS hosting, and more. For more information, visit sherweb.com.

About Ingram Micro Inc.

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, technical and financial support, managed and cloud-based services, and product aggregation and distribution. The company is the only global broad-based IT distributor, serving more than 150 countries on six continents with the world's most comprehensive portfolio of IT products and services. Visit www.ingrammicro.com.

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