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Ingram Micro Offers Outsourcing and Transition Services

World's Largest Technology Distributor Helps Resellers and Vendor Partners Improve Operating Efficiencies through Optimal Allocation of Resources

SANTA ANA, Calif., Sept. 25 /PRNewswire/ -- Ingram Micro Inc. (NYSE: IM), the world's largest technology distributor, today announced the expansion of its services portfolio with the introduction of business-process and call-center outsourcing services for its reseller and vendor customers in North America.

"Like many companies, our customers are interested in improving the efficiency of their businesses without sacrificing customer service," said Brian Wiser, senior vice president, sales and vendor management, Ingram Micro North America. "After Ingram Micro implemented an outsourcing initiative more than two years ago, many customers asked us to share our expertise. So, this product is truly driven by customer feedback."

Leveraging its industry expertise and relationships with outsourcing agencies in more than 10 countries, Ingram Micro is offering counseling, training and transition management services effective immediately to VARs, retailers, e-tailers and vendor partners who plan to outsource certain operations. After purchasing the initial set-up and transition services for a one-time fee, customers may select the following ongoing services for a monthly fee:

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-- Call Center Services: Inbound and outbound sales, customer service and
   tech support
-- Finance/Accounting: Accounts payable, accounts receivable, general
   ledger
-- Purchasing/Sales Support: purchase orders, invoice processing
-- Promotional/Selling: Warranty and service renewals for hardware or
   software licensing
-- Event activities: recruitment and follow up
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"Outsourcing certain operations allows businesses to improve operating efficiencies, create a more variable cost structure and ultimately drive profitability," said Chris Osentowski, engagement director, business process outsourcing, Ingram Micro Inc. "Such realignment of responsibilities allows companies to focus on strategic initiatives. We have extensive experience in this area and have developed a proven transition methodology that others can benefit from."

Throughout the contract period, Ingram Micro helps manage the relationship with the outsourcing services provider (OSP), provide on-site and offshore training, conduct parallel processing and steady-state operations while ensuring quality service at all times. This process leverages Ingram Micro's robust infrastructure, proven transition methodology and IT investments to provide customers with a reasonable potential to increase revenues

through aggressive proactive sales efforts and improve profitability through greater efficiency.

Ingram Micro has already deployed a pilot version of this service offering for Buy.com to help outsource their business processes and call center services. "Ingram Micro has been an integral service provider from concept to implementation and has helped us outsource using the OSP with results progressing as expected," said Fred Martin, vice president, operations, Buy.com. "It's great to be able to obtain this service from a company that already knows who we are, how we work and what would work best for us."

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 services, technical support, financial services, and product aggregation and distribution. The company serves more than 150 countries and is the only global broadline IT distributor with operations in Asia. Visit http://www.ingrammicro.com.

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