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Ingram Micro's New Infrastructure Technology Solutions Division Simplifies sales and Empowers Channel Partners

No. 1 technology distributor adds new leadership, dedicates resources and expands alliances to deliver channel partners a comprehensive portfolio of solutions and services

SANTA ANA, Calif., June 6 /PRNewswire/ -- Ingram Micro Inc. (NYSE: IM) today announced its new Infrastructure Technology Solutions (ITS) Division. The dedicated division focuses on empowering channel partners to profitably grow their business by making it easier to sell and support complex infrastructure solutions, including blade servers, storage, software and services. The new division will be led by Scott Look, who recently joined Ingram Micro as Infrastructure Technology Solutions Vice President, North America.

Leveraging Ingram Micro's Services Division, as well as its industry- renowned technical support team and extensive product portfolio, the new North American ITS Division debuts with a wide variety of specializations and in-demand server and storage technology solutions targeted at the business needs of small and mid-size businesses (SMBs), as well as emerging and established enterprises.

"Businesses of all sizes are facing productivity and storage challenges -- even the smallest companies are worried about securing their data and maximizing the performance and remote capabilities of their network," says Christina Richmond, hardware channels analyst, IDC. "Today it's not the size of the company that drives the technology sale -- it's the business need and return on investment. This shift in demand combined with the scalability of technology is bringing forward new sales and service opportunities for solution providers targeting both the SMB and mid-market."

To ensure the right combination of technology solutions, sales support and business-building resources, Ingram Micro is optimizing existing alliances with key manufacturers including HP, Hitachi Data Systems, IBM and Quantum, while establishing new and expanded relationships with others throughout the IT industry. The new ITS Division is also working with knowledgeable channel partners to develop specialized training and education resources, and identify best practices for sales, marketing and technical support as they relate to the varying target markets.

Division Invests in Partner Enablement, Field Sales and Technical Support Understanding the intricate market dynamics of complex solution sales, Ingram Micro's ITS Division will be supported by a cross-functional team of more than 100 dedicated personnel, including market development specialists, category specialists, vendor managers and approximately 60 dedicated and trained sales representatives. In addition, channel partners will have access to more than 160 solution-trained technicians and a number of partner enablement

and readiness programs.

"What impresses me most about Ingram Micro's new ITS Division is the focus on partner support and enablement," says John DeRocker, Nexus Information Systems, a successful, Plymouth, Minn.-based solution provider and advisory council member of Ingram Micro's VentureTech Network. "They really listened to the partners and recognized the need to invest and bring more than just the right technology to the table. It's also good to see Ingram Micro dedicate resources, grow their technical expertise and hire in new blood, versus shifting existing personnel from one line of business to the next."

"We're serious about expanding and diversifying Ingram Micro's business to better enable the success of our partners and become the IT channel's single source solution for technology and professional IT services," says Keith Bradley, president, Ingram Micro North America. "The market is maturing, technologies are converging and more businesses are relying on IT solutions to meet their productivity and growth goals. With this new division Ingram Micro is aligning our resources to bring to market the tools, technology and support our partners need to grow their business and make selling complex technologies far simpler and much more profitable."

For more information about Ingram Micro's new ITS Division, solution providers and IT manufacturers should contact their Ingram Micro sales or vendor management representative.

About Ingram Micro

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 broadband IT distributor with operations in Asia. Visit <http://www.ingrammicro.com>.

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