



ARROW ENTERPRISE COMPUTING SOLUTIONS

## YOUR ONE-TOUCH CLOUD SERVICES PARTNER

# Arrow Fusion<sup>SM</sup> Professional Services

### Overview

Not only are services integral to success in these uncertain times, recent studies show that services have come to account for more than half of the average VAR's revenue stream and a significant portion of that revenue is coming from cloud services. At Arrow ECS, we define Cloud Services as those delivered remotely over the internet including applications, computing resources, storage, security, and IT functions. These services include Remote Monitoring and Management, Software as a Service (SaaS), Infrastructure as a Service (IaaS) and Business Continuity and Disaster Recovery (BC/DR). We also see cloud services as an opportunity to demonstrate our capabilities and our commitment to our customers on a daily basis.

The market for cloud computing services will reach \$222.5 billion by 2015\*. Your customers are demanding a new way of procuring and consuming IT solutions. As a solutions provider, you need to evolve your business model from delivering IT as a one-time capital expenditure to a monthly recurring revenue stream. Arrow can help.

### WHY PARTNER WITH ARROW ECS?

We can help you tap into the managed services & cloud computing opportunity and achieve your goals while ensuring that you are on the right side of the profit gap. Whether you are an established MSP or are just starting out, we offer an ever-evolving portfolio of best in class cloud services, backed by our extensive professional services team, which will enable you to meet and exceed your goals.

We act as a catalyst and an enabler at every stage of your evolution, Arrow ECS can help grow your business faster than the market by providing;

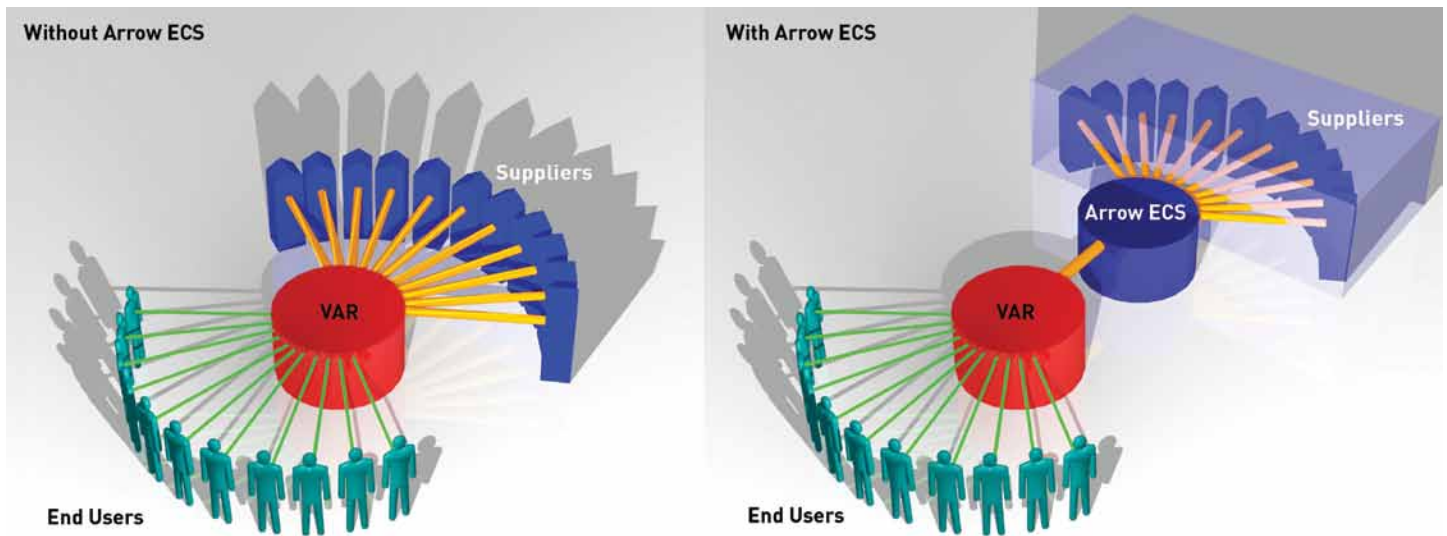
- Cloud Consulting Services (Public & Private)
  - Strategy, design and integration services
  - Implementation and migration services
- Sales and technical training
- Marketing services
- Security/Cloud assessments
- Solution architecture and proposal generation
- Closing assistance
- Post-sales support

### DEFINING ARROW FUSION CLOUD SERVICES

<b>Remote monitoring and management / IT as a Service</b>	Reporting and managing the performance of technology in the data center, including systems, applications, servers and databases
<b>Security and software as a service (SaaS)</b>	<ul style="list-style-type: none"> <li>• Security services for e-mail and web defense, e-mail disaster recovery and message archiving</li> <li>• Software services for subscription-based access to Microsoft-hosted Exchange and SharePoint, contact relationship management and business productivity tools</li> </ul>
<b>Infrastructure as a service (IaaS)</b>	Access the computing power and servers you need with virtual, managed and fully-dedicated private server options
<b>BC/DR</b>	Offsite data backup and recovery protection solutions with e.g. access to a mirror image of your environment that can be recovered in case of disaster

\*Source: Global Industry Analysts

# ARROW FUSION<sup>SM</sup> — Professional Services that help you grow YOUR ONE-TOUCH CLOUD SERVICES PARTNER



By aggregating and integrating multiple managed services and cloud computing offerings, we streamline the selection, engagement, and management process for VARs, allowing them to focus on their core business and their client relationships.

Arrow ECS fully embraces the consultative approach to cloud services. We help you grow your client relationships by enabling you to offer managed services and cloud computing as part of your overall services portfolio. As a leading value-added distributor connecting solution providers to more than 80 hardware, software, storage and security suppliers, we offer professional services that, when combined with our cloud services offerings, allow our VAR partners to build an even deeper trusted relationship with their clients by meeting more of their needs than managed services alone can provide. Our professional services offerings include consulting and assessment services, planning and migration services, and a 24x7x365 multi-vendor help desk.

## BENEFITS

- Low-risk, low-cost path to entering the cloud services market or adding new services to an existing managed services portfolio.
- Preservation of your client relationships.
- Access to a broad range of complementary products, services, and technologies.

- Tiered pricing/service models that can be tailored to meet specific needs.
- A choice of how much or how little management/administration control can be maintained by the client.
- Minimal impact to existing network resources and applications.
- Additional revenue opportunities before and after the sale via our complete portfolio of consulting and support services.

## ARROW ECS COMPETITIVE DIFFERENTIATORS

- Streamlined yet flexible business model.
- Superior margin opportunities.
- Arrow ECS will NEVER compete against our VARs for their client's business.
- One-stop shopping for your service needs.
- Services tailored to your capabilities and your desired rate of growth.
- Backed by the financial strength of a global Fortune 200 company.

**For more information, contact Arrow Fusion<sup>SM</sup> professional services at 877.558.6677 or visit [http://ecs.arrow.com/services/professional\\_services.html](http://ecs.arrow.com/services/professional_services.html)**