



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow FusionSM Professional Services

Consulting Services

As a value-added reseller (VAR), servicing your clients with the best possible solutions is a top priority. But at times you might lack the time, training, and cross-technology expertise to support new technologies. Increasing technical complexity and competitive pressures place mounting demands on your internal resources, and a major new technology implementation can stretch those resources beyond their limits. Arrow Fusion professional services acts as an extension of your services team, providing rapid scalability and expertise needed to address virtually any professional services need. Our Subject Matter Experts (SMEs) can help you deliver product and service solutions that fill the critical business needs of your customers.

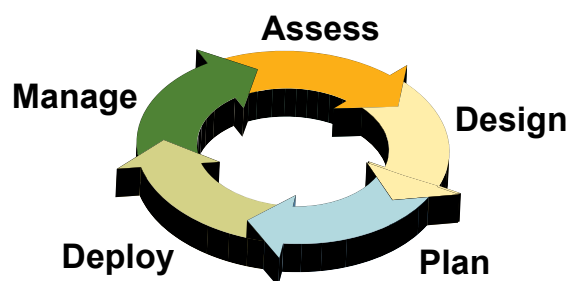
Whether your client is evaluating a new technology deployment, needs to upgrade or migrate a legacy system, or just needs to optimize a part of their network, we focus on the entire life cycle—expanding technology opportunities that bring you more business.

Arrow Fusion Consulting Services help you:

- Manage business growth with a smaller engineering staff.
- Explore opportunities outside your normal geographic coverage area.
- Deliver new skill sets, which would be unavailable with your current staff.
- Capture revenue for a greater range of projects and services than previously possible.

Consulting Services Area of Expertise

Following industry best practices and procedures, our industry and vendor-certified consultants provide resources and expertise to augment your existing capabilities.



Our areas of expertise include:

Data Center

- Allot
- Blue Coat
- Cisco
- Citrix
- Double-Take
- Lakeside Software
- Microsoft
- Radware
- Riverbed
- Vizioncore

Storage and Servers

- NetApp
- DataCore
- EMC
- Hitachi Data Systems
- HP
- IBM
- Brocade

Security Consulting

- Fortinet
- McAfee
- SafeNet
- SonicWALL
- Watchguard
- Regulatory Compliance
- Penetration Testing
- Incident Response
- Forensics

Software

- CA
- CommVault
- HP
- IBM
- Novell
- Oracle/Sun

Project management services are available on every Arrow Fusion consulting engagement or as a standalone service according to the VAR's needs.

Consulting Services

Whether you are focusing on growing your business, entering new markets, building your pipeline, or closing more opportunities, Arrow Fusion professional services provides the necessary tools, resources, and support to accelerate your efforts and ensure your success.

SERVICE	NEED	SOLUTION
Consulting Services <ul style="list-style-type: none"> Vendor / Industry-certified experts Specializing in Data Center, Storage, Servers, Security, and Software Assessment, Design, Planning, Migration, Implementation Project Management 	VARs that need to grow their business faster than the market and faster than the competition but lack the technical staff and/or resources to address all of their clients needs.	We act as an extension to a VAR's services team providing rapid scalability and expertise needed to address virtually any professional services opportunity. Our Subject Matter Experts (SMEs) can help deliver product and services solutions that fill the critical business needs of our reseller's clients.
Education Services <ul style="list-style-type: none"> Vendor authorized training Open enrollment, Private / VAR-hosted, Online Microsoft, VMware, Novell, Blue Coat, Fortinet, SonicWALL 	VARs that need to gain engineering certifications or capture additional revenue and profit by training their clients on new technology.	We provide Vendor authorized training as a turnkey service to VARs and their clients. We enable the VAR to expand their vendor/ product portfolio through increased engineering certifications and to enable the VAR's clients to maximize their technology investments.
Support Services <ul style="list-style-type: none"> 24x7 telephone-based help desk OneCall incident-based support Elite / Managed support Multi-vendor / Multi-product Desktop Support 	VARs that need to improve their ability to provide technical support after the sale but have limited resources to build or expand their own help desk.	We enable VARs to offer a wide range of post-sales technical support services to their clients allowing them to build and strengthen long-term relationships.
Cloud Services <ul style="list-style-type: none"> Remote Monitoring and Management/ IT as a Service Infrastructure as a Service Security and Software as a Service (SaaS) Business Continuity and Disaster Recovery 	VARs that need to offer their clients alternative solutions while building or expanding a monthly recurring revenue stream.	By acting as a managed services aggregator, we streamline and accelerate the selection, engagement, integration, and management process for VARs building or expanding their managed services portfolio.

CREDENTIALS/EXPERIENCE:

When you contract with us, you can be confident of the high level of knowledge and expertise you are extending to your client's projects. Staffed with experts on multiple products and technologies, each member of our professional services team has years of real-world experience, ensuring your client's project will be a success in any environment.

PROFESSIONAL SERVICES ENGAGEMENT PROCESS

We make it easy to partner with us giving you access to our broad portfolio of professional services. Leverage our complete turnkey solutions including presales support, available project planning and management, and the technical expertise to ensure the job is done right from start to finish. All you have to do is contact your Arrow ECS sales representative and we'll do the rest.

COMPETITIVE DIFFERENTIATORS

- Arrow Fusion will NEVER compete against our VARs for their client's business.
- Pre-determined deliverables, timelines, and costs are based on a Statement of Work (SOW).
- "No strings attached": VAR has the flexibility to decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle while preserving your client relationships.
- Available project management resources ensure each engagement goes as smoothly as possible.
- One-stop-shopping: Our engineers and consultants are experts in multiple products and technologies and can leverage our extensive line card for solution recommendations.

For more information, contact Arrow FusionSM professional services at 877.558.6677 or visit http://ecs.arrow.com/services/professional_services.html