



ARROW ENTERPRISE COMPUTING SOLUTIONS

YOUR ONE-TOUCH CLOUD SERVICES PARTNER

Arrow FusionSM Professional Services

IT as a Service

Arrow FusionSM Cloud Services IT as a Service (ITaaS) is designed to complement current sales of hardware and software, enabling VARS to develop a more strategic relationship with their customers. There are two sets of services:

Watch, Aid and Manage

Our core monthly services are designed to reduce costs and provide a high level of compliance via secure monitoring and management services. Help your customers reduce IT operational costs by mixing and matching services to meet their specific needs, while offering security and compliance including complete session recording and instant playback options.

VAR Benefits

- Ability to expand from break-fix to selling and delivering higher value.
- Create long-term sticky relationships with customers and generate recurring revenue and profits.
- Secure Web portal provides a complete view of monitoring and management activities in customer environments.
- Detailed reporting that communicates value of services and helps up-sell new hardware and software

Customer Benefits

- Reduce IT operational costs by mixing and matching services to their environment to gain the expertise and coverage required to meet business needs.
- Focus IT staff on high value products and services that have greater significance to the business.
- Virtual Performance Management Gateway secures environment and delivers compliance with session recording of all activity with instant playback.

Watch	Aid	Manage
<ul style="list-style-type: none"> • 24/7 monitoring • Alert validation and deduplication • Performance monitoring • Escalation 	WATCH Plus... <ul style="list-style-type: none"> • Standard Operating Procedure (SOP) remediation • OS Patching • Audits and health checks 	AID plus.... <ul style="list-style-type: none"> • Full remediation • Root cause analysis and corrective action • Vendor Coordination • Anti-Virus patching and Service requests

Foot-In-The-Door (FITD)

Services designed to provide IT groups with immediate relief from undesirable, mundane tasks, allowing IT staff to focus on high value business services. This low-cost service can easily fit into discretionary IT budgets and offers your customers the ability to try services at lower cost before committing to higher cost options.

VAR Benefits

- Solves immediate customer challenges and needs to provide low risk/high value day-to-day IT environment maintenance.
- Creates a footprint to allow for up-sell of core services.
- Enables short sales cycle as service costs are low and fit within discretionary IT budget.

Customer Benefits

- Non-threatening to IT staff as services solve immediate problems that may be considered a lower priority.
- Low cost easily fits into discretionary IT budget.
- Ability to “buy and try” creates low-risk.

ARROW FUSIONSM — Professional Services that help you grow

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Desktop Services	Discovery	Remote System Admin / DBA	Exchange Migration
Preventative maintenance, service desk and help desk for Windows-based desktops and laptops	Discovery of open systems IT infrastructure with Operational Gap Analysis and best practice recommendations	On-demand, fixed price services delivered with a predefined SLA for basic IT infrastructure (servers, network, storage) or databases	Migrate users, mailboxes, and policies from MS Exchange 2003/2007 to 2010 with nominal or no interruption to business operation

QUALIFYING QUESTIONS FOR VARs

- Are you selling or considering selling managed services to your client base? If not, why?
- Are you open to working with a managed service provider to offer monitoring and management of IT infrastructure?
- Does your technical team have the necessary skills and access to customer sites to provide hands-on services?
- What are your expectations from a managed service provider?
- Tell me about your customer base. Typical customer? What solutions are you selling? How do you sell?



CORE SERVICES (WATCH, AID, MANAGE) TECHNOLOGY SUPPORT LIST			
SERVER/DESKTOP	NETWORK INFRASTRUCTURE	STORAGE	APPLICATIONS
Windows 7 Windows Vista Windows XP	Aruba Networks Brocade Cisco Citrix F5 HP Juniper	EMC (CLARiiON) HP (MSA and EVA) HDS (AMS) IBM (DS 3xxx, 4xxx, 5xxx) NetApp (FAS 2x, 3x)	MS SQL Server MySQL Oracle MS SharePoint MS Active Directory MS Exchange RIM Blackberry MS IIS Apache VoIP (Cisco, MS, Shoretel, Nortel)
Windows Server 2003 Windows Server 2008 VMware ESX Microsoft Hyper-V Citrix XEN	Switches Routers Wireless Access Firewall Application Delivery Controllers	Brocade Cisco Qlogic	
Red Hat Linux (x86) Fedora Linux (x86) SuSE Linux (x86) HP UX OpenSolaris			



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