



ARROW ENTERPRISE COMPUTING SOLUTIONS

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

### One Call Support

In today's fast-paced business environment, don't let your customers suffer from inefficient support and unnecessary downtime.

A little insurance can go a long way toward protecting the bottom line. With Arrow Fusion support services, you and your customers get instant access to our team of vendor certified engineers and timely solutions across multiple platforms. Our support contracts enhance your customer's existing vendor maintenance contracts by providing a single support contract that covers virtually every product in your customer's IT infrastructure, including servers, storage, software, and networking products. We can resolve the most complex of issues allowing you and your customers to only make one phone call to reach resolution—eliminating the hassle and frustration of single vendor / single product support.

Located in the US, our telephone-based technical support services are available around the clock, providing expert troubleshooting assistance whenever it's needed. We provide a one-stop shop support solution; the customer is never told to call someone else.

### Features and Benefits

One Call support reduces system downtime and increases overall reliability and productivity.

- **Industry and vendor certified engineers** that have years of real-world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP, BCCPA, BCCPP, CCEA, and many others.
- **Personalized Service** – The phone is ALWAYS answered by a person who is located in the US, you never have to deal with voicemail or automated menu systems!
- **A single point of contact** for all your IT infrastructure support needs – we troubleshoot across multiple

products and platforms so you never have to call someone else to get your issue resolved.

- **Escalation support** - we escalate to vendors as needed on your behalf to resolve the most complex of issues at no additional charge.
- **Extensive knowledge base** - developed over years of solving complex problems, our knowledge base lets us quickly diagnose and resolve commonly reported issues or any issue that has been reported in the past.
- **All support services are backed by Autotask**, a world-class IT Service Management Platform
  - ❑ Intelligent, user-friendly customer portal
  - ❑ Allows users to submit tickets and requests, check status, and view all of their past issues and resolutions
  - ❑ Integrates with a broad range of other automated ticketing systems

A multitude of price and service-level options are available to support every need and every budget:

- **Standard Incident-based Support:** Purchased in increments of 5 Incidents, 1-year contract, choose either standard business day or 24x7x365 service level.
- **Unlimited Support:** Unlimited 24x7x365 support for a single, affordable monthly fee – no long-term contracts required.
- **Critical Support:** Unlimited 24x7x365 support for critical issues combined with limited business-day support for non-critical issues provides an even more affordable monthly option. 1-year contract required.
- **Hourly Support:** A convenient 24x7x365 option that allows customers to pay for only the number of support hours they use each month. 1-year contract required.

## Support 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
<b>Consulting Services</b> <ul style="list-style-type: none"> <li>Vendor / Industry-certified experts</li> <li>Specializing in Data Center, Storage, Servers, Security, and Software</li> <li>Assessment, Design, Planning, Migration, Implementation</li> <li>Project Management</li> </ul>	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.
<b>Education Services</b> <ul style="list-style-type: none"> <li>Vendor authorized training</li> <li>Open enrollment, Private / VAR-hosted, Online</li> <li>Microsoft, VMware, Novell, Blue Coat, Fortinet, SonicWALL</li> </ul>	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.
<b>Support Services</b> <ul style="list-style-type: none"> <li>24x7 telephone-based help desk</li> <li>OneCall incident-based support</li> <li>Elite / Managed support</li> <li>Multi-vendor / Multi-product</li> <li>Desktop Support</li> </ul>	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.
<b>Cloud Services</b> <ul style="list-style-type: none"> <li>Remote Monitoring and Management/ IT as a Service</li> <li>Infrastructure as a Service</li> <li>Security and Software as a Service (SaaS)</li> <li>Business Continuity and Disaster Recovery</li> </ul>	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 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)**