



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow FusionSM Professional Services

Desktop Support

Do your customers need to minimize their IT support costs without sacrificing employee productivity? Then you'll be glad to know that Arrow Fusion Professional Services offers 24/7 Desktop Support. A quick call, email or web request provides assistance for all major desktop operating systems and applications, as well as traditional and virtual desktop environments.

Desktop productivity drives business productivity. With so much riding on desktop availability, it's good to know that fast, personalized assistance is just minutes away.

Features and Benefits

- Seamless, remote troubleshooting, configuration and maintenance for all desktop operating systems, including traditional and virtual environments.
- Users request support by phone, email or web.
- *No voicemail or automated menu systems.* Service requests ALWAYS answered by a person.
- Offered on a monthly, per-seat basis. *No long-term contracts.*

- Unlimited support 24/7 in the US and Canada.
- Staffed by qualified, certified, US-based engineers.
- IT Infrastructure Library (ITIL)-based service delivery model with ticketing system, real-time metrics reporting and knowledgebase management.
- Extensive knowledgebase that speeds problem resolution for common issues.
- White-labeled services and web portal for reseller rebranding.

Options

- Standard Desktop Support includes all major operating systems, standard applications (including 3rd party or proprietary applications) and related services, such as network and printer configuration, mobile device synchronization, virus removal and general administrative tasks.
- Enhanced Desktop Support includes Standard services plus system cleanup and optimization, patch management, antivirus and spyware scanning, asset and inventory reporting and portal access.

	Standard Desktop Support	Enhanced Desktop Support
Software: Desktop operating systems, standard applications, third party or proprietary applications	•	•
Services: Network and printer configuration, PDA synchronization and configuration, general administrative tasks	•	•
Preventative Maintenance: Patch installation and management, security scanning, file and folder cleanup, asset and inventory reporting		•
Web Portal Access		•

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
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 	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