

# Making Convergence Happen!

## Arrow Custom Integration & Logistics – Delivering Enterprise Solution

Arrow ECS offers our resellers access to a state-of-the-art systems integration and value-added center (SIVAC) as a selling tool aimed at capturing more of your clients I.T. spend. Our experienced team and world class offerings allows Arrow to extend your value and enhance your clients purchase and installation experience. Located in Phoenix, Arizona our facility was designed with your clients needs in mind. We offer custom integration and rollout services designed to make the deployment of I.T. more efficient through consistency, repeatability and the highest standards for quality.

## Our Services Begin and End with Quality and Dependability

Arrow's SIVAC facility maintains the highest level of quality standards and certification allowing you to respond to your clients needs. In today's market, clients want to assess their partners and prequalify them on their commitment to quality and dependability. With Arrow as your integration and logistics partner, you will be able to easily meet and exceed those requirements.

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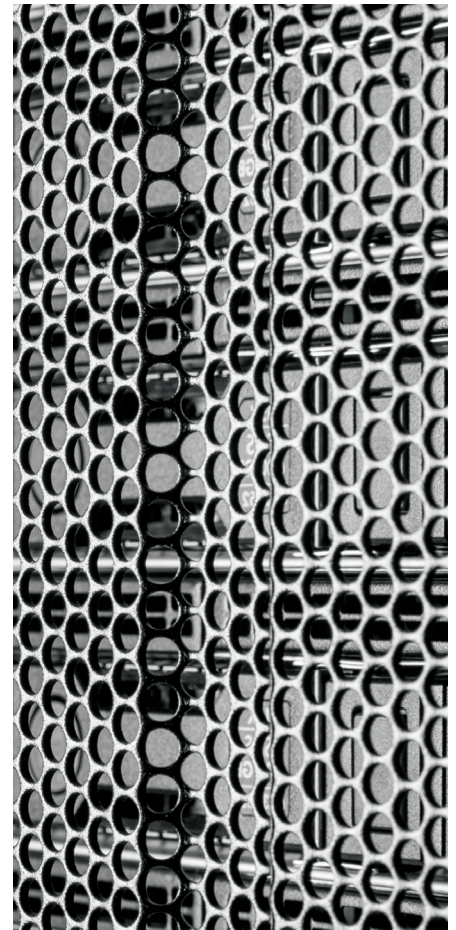
ISO 9001:2008 – Quality System Standard

ISO 14001:2004 – Environmental Management Standard

OHSAS 18001:2007 – Occupational Health and Safety Standard

R2 – Responsible Recycling Standard

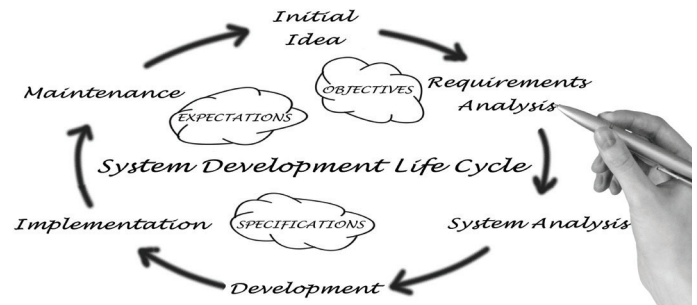
TAPA (Transported Asset Protection Association) Classification A



## Success isn't an Accident – It's Designed to Happen

Arrow's pre-sales design and production engineering teams work collectively with our resellers and their clients to design a personalized statement of work (SOW). This allows our certified technicians and logistics professionals to utilize our CopyXact process to ensure the highest level of quality and repeatability for our customers.

- Presales whiteboard solutions design
- Production engineering technical edits
- Statement of work creation
- First article development and sign-off
- Technology lifecycle management



### HARDWARE INTEGRATION

Efficient, fast production of entry level, mid-range, and fully clustered enterprise-level solutions, including rack builds.

- Servers and blades
- Networking products
- Storage products
- Operating systems software
- Firmware updates
- Custom application load and test
- Standard and custom onboard diagnostics
- Customer supplied parts and labels



### PROJECT MANAGEMENT AND LOGISTICS

Putting it all together is only the beginning. Our Statement of Services and Expectations (SS&E) capture every detail surrounding how you want the solutions delivered too.

- VPN Access – remote set-up and solution verification
- Transportation profile
- Special packaging and labeling
- Custom pallets / Crating
- Color-coded shrink wrap
- And more...



## Integration Services Offered

Options	Velocity	Value	Converged
Standard	<ul style="list-style-type: none"> <li>- Server / Blade Hardware Integration</li> <li>- Serialization</li> <li>- Memory</li> <li>- Optimization</li> <li>- Firmware updated to latest</li> <li>- Diagnostic and Burn-in</li> </ul>	<ul style="list-style-type: none"> <li>- Server / Blade Hardware Integration</li> <li>- Serialization</li> <li>- Memory Optimization</li> <li>- Firmware Updated to Latest</li> <li>- FoD Activations Registered and Applied</li> <li>- Diagnostic and Burn-in</li> <li>- Software / Image Load</li> <li>- Software Configuration (Customer Specific)</li> </ul>	<ul style="list-style-type: none"> <li>- Server / Blade Integration</li> <li>- Serialization</li> <li>- Memory Optimization</li> <li>- Firmware Updated to Latest</li> <li>- FoD Activations Registered and Applied</li> <li>- Diagnostic and Burn-in</li> <li>- Software / Image Load</li> <li>- Software Configuration (Customer Specific)</li> <li>- Rack and Stack of Servers, Storage, Network Equipment</li> <li>- Color Coding of Cables</li> <li>- Cable Management</li> <li>- Solution Delivery (Dock to Stock Configuration)</li> </ul>
Custom Options and Services available		<ul style="list-style-type: none"> <li>- Cluster Configuration</li> <li>- San Configuration</li> <li>- Switch Fabric Configuration</li> <li>- Cloud Solutions</li> </ul>	<ul style="list-style-type: none"> <li>- Priority Service</li> <li>- FoD Activations</li> <li>- Custom Label Creation</li> <li>- UID and Asset Tagging</li> <li>- Engineering Services (Pre-Sales Consulting and Custom Design Consulting)</li> <li>- Regulatory Consulting/Support (RoHS)</li> <li>- Installation Consulting / Post Sales Consulting</li> <li>- Custom Reporting</li> <li>- First Article Build Consulting</li> <li>- Custom Diagnostics</li> <li>- Repair Service</li> </ul>

NOTE: All services are chargeable and can be added to your hardware configuration for your consideration

Ask for a more detailed update of Arrow's complete Integration and Logistics offerings or coordinate with your Arrow support team to come visit us in Phoenix!

# Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.

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## In Person

**303 824 4000**

Call to talk or set up a face-to-face meeting with one of our knowledgeable representatives.

## Online

**[ecs.arrow.com](http://ecs.arrow.com)**

Visit our website to learn more about the professional marketing services available to you.

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