



Business  
Intelligence

Data  
Center

Cloud

Mobility

## Enterprise Computing Solutions – North America

### Implementation Solutions



# Implementation Solutions

Competitive differentiation and agility are critical elements to successful IT implementations. For that reason, we offer implementation services in two categories:

## 1 Fixed-scope and fixed-price implementation services

To ensure clients receive an integrated solution that utilizes the features they wish to leverage in their business, Arrow offers results-oriented implementation offerings where you are able to choose the type of service required. These services are designed to cover your needs and are available for most infrastructure products with clearly defined tasks and deliverables. The entire scope of the service is explicitly identified in the service brief.

## 2 Custom-scoped (statement of work-based) services

To address complex cross-vendor implementation and migration projects, Arrow offers:

- > **Detailed Scoping** – Complex projects often require an investment be made by the end user and the service provider in scoping the desired outcomes into the goals and tasks of an engagement.
- > **Requirements Identification** – Our team of seasoned consultants use a structured and proven requirements definition process that can be leveraged in custom engagements.
- > **Risk Assumption** – Infrastructure installations and upgrades are not something most customers perform every day. Our consultants specialize in this area, bringing the expertise to implement the solution to the latest best practices, as well as providing valuable hands-on knowledge transfer. The custom-scoped approach provides value because the project may span multiple skillsets, which puts the burden on us to manage and deliver the resources.

# Business Need

Correctly configuring and implementing infrastructure solutions can range from simple installations to complicated and time-consuming projects. Businesses need solutions that meet needs quickly and cost effectively. They also need to have their engineers able to pick up where the installer left off easily, without a gap or without the risk associated with a bad configuration or install.

Our highly trained engineers get you set up correctly from the start, helping to ensure a consistent high quality installation that speeds time to deployment and provides the foundation for enhanced stability and performance. This enables the IT staff to stay focused on what's most important to your business and to ensure the early stages of your production lifecycle will go smoothly.





# Benefits

Arrow provides a professional, high level implementation of your infrastructure solution including:

- > Ability to quickly deploy highly trained and/or certified staff when and where they are needed
- > Provide the most comprehensive selection of offerings
- > Offer more gross margin per transaction for the VAR to use
- > Utilize an easy-to-order process producing a shortened sales cycle and simplified quoting
- > Provide a high level of satisfaction because expectations are set during presales
- > Enable a variety of services to provide scale and consistency, allowing VARs to focus their efforts on solving their customer's business challenges, which creates stickiness within the account
- > Avoid the investment in professional service staffing
- > Provide white-label solutions on your behalf
- > Knowledgeable about solutions, since we already provide services on behalf of many of these vendors

# Why Arrow

- > **Extensive Knowledge and Experience** – We deliver implementation services to thousands of clients within the continental United States every year.
- > **Vertical Industry Expertise** – Our expertise with specialized and build-to-order solutions for Health care, Banking, Finance, Manufacturing, Transportation, Communications and Public Sector position Arrow as the go-to partner to implement the solutions we sell.
- > **Best-of-breed Solutions** – Our position in the channel along with the vast technologies represented through our offerings allow a solution designed to meet business requirements and avoid vendor lock-in.
- > **Top-tier Delivery Consultants** – Our consultants bring the experience, tools, processes, methodologies and best practices to deliver consistent high quality implementations.

































## Service Deliverables

Depending on the service chosen, a service brief or statement of work is provided and may include the following deliverables:

- > **Implementation Plan** – A project's success often depends on a comprehensive implementation plan that includes all of the critical components and interdependencies.
- > **Project Plan** – Our experience with delivering transactional projects proves that a project plan that is maintained throughout the life of the project is a successful project.
- > **As-built Documentation** – Turning over completed project documentation that shows the design and the completed configuration as part of the project archives is second nature to our delivery organization.

# Technologies

Arrow has extensive experience with the following technologies

STORAGE	    
NETWORK	    
COMPUTE	  
BACKUP	  
DATABASE	   
OPERATING SYSTEM	    
DATA MIGRATION	  
REFERENCE ARCHITECTURES	   

# Service Methodology

Consistent, proven methodology ensures success when moving to new or advanced technologies. Arrow uses the Analyze, Design, Plan and Implement model as a standard for all projects. This model is an industry-accepted best practice that allows for the optimal system configurations and usage of appropriate tools/functionality.



# Project and Quality Management

Underlying this service engagement is Arrow's Project and Quality Management process, which is based upon Project Management Institute (PMI®) principles.

This helps ensure that the project is performed effectively to fulfill Customer's expectations. In addition, we utilize peer reviews among members of the project team at key points in the project to validate that quality expectations are being met, best practices are employed, and creative ideas and solutions are considered. Experience has proven that each of these steps adds considerable value to the overall project results.

## More Information

Contact your Services Account Director to outline requirements, discuss your options and select the most appropriate learning solution for your customers, based on their business needs.

Visit our website [ecs.arrow.com/services](https://ecs.arrow.com/services)

Call toll-free **877 558 6677**

Email us [arrow\\_services@arrow.com](mailto:arrow_services@arrow.com)

# 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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