



Business  
Intelligence

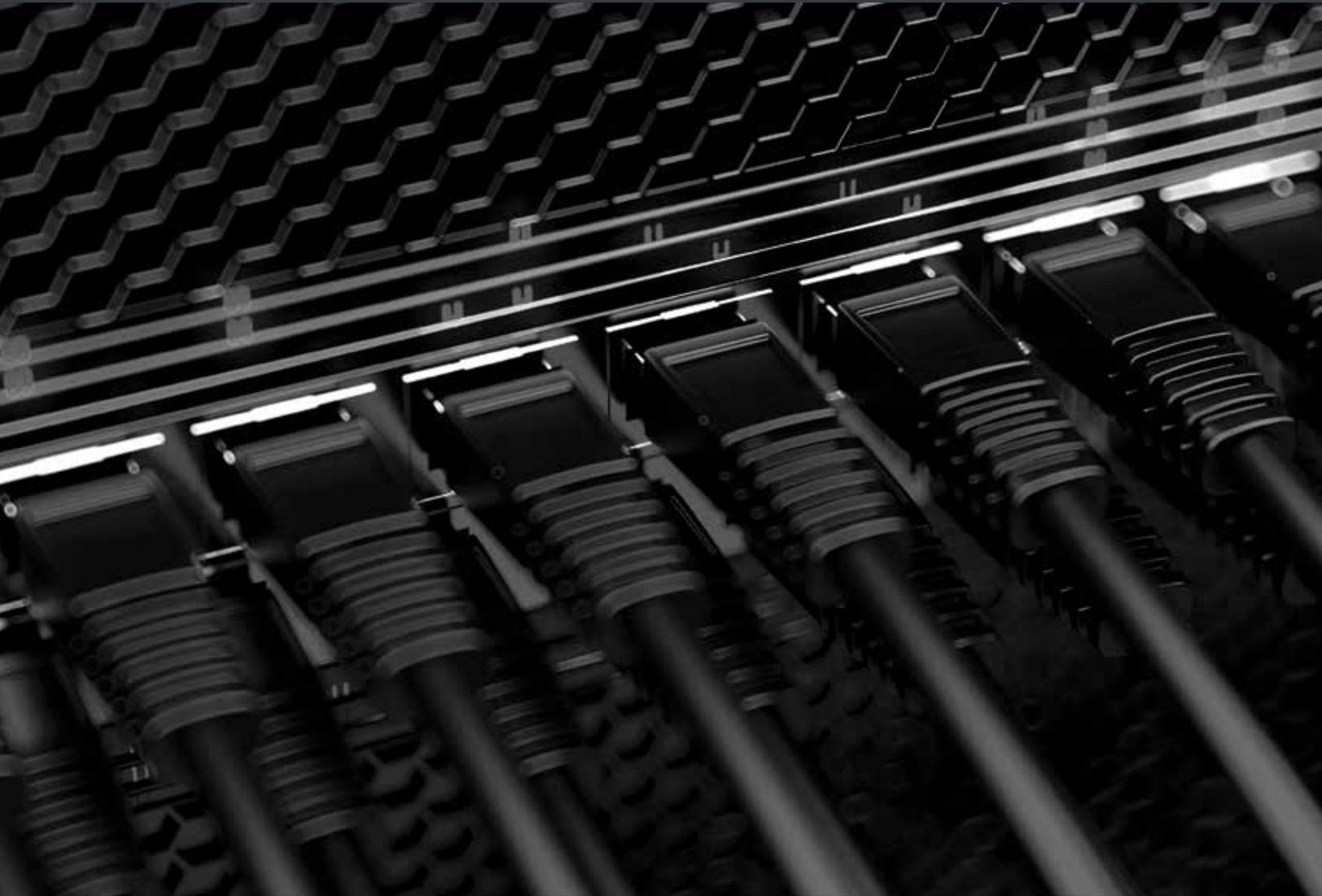
Data  
Center

Cloud

Mobility

## Enterprise Computing Solutions – North America

### Residency Services



# Residency Services

When an organization is growing or investing in new, enabling technologies, IT is often under significant pressure to deliver business results and maximize ROI as quickly as possible. The challenge is how to acquire needed new skills and professional certifications while maintaining operational excellence with key staff otherwise engaged for extended periods of time.

Arrow recognizes that it can be difficult to find the right resources, with the right skills who are experts in the right technologies/platforms. If those resources are only needed periodically, it is often times impossible to justify the cost of bringing someone on board as a full-time employee, but the need still remains to have a technology expert available when needed to complete a project, start/implement a new program or even understand how to better leverage technology investments.

## Customers in Need May Not Think of Residencies

Enterprises are looking for ways to boost the effectiveness of their IT organizations to maintain a competitive edge and control costs. When the opportunity to manage critical projects presents itself, a VAR must assemble resources or risk losing credibility and valuable future business.

### **Clients usually have two options:**

- 1** Send an in-house IT person for an extended period of time for training.
- 2** Hire someone that already has the expertise needed.

## Offering & Benefits

Arrow Residency Services provides the skilled resident that can bring specific knowledge and experience on a given platform or technology to a client's IT environment, program and/or initiative. Arrow can also help the client address any urgent business or technology challenges that require bringing an expert in to meet the needs of a particular/specific situation. Arrow's technology residents bring their Subject Matter Expertise for the length of the time needed to fulfill an objective by delivering technology expertise on a per-person contingency basis.

Arrow also provides skilled residency experts to bring the right technology skills and expertise that can provide clients with the subject matter expertise needed to ensure successful completion of any project for which they would be engaged in.

## Customers Get More Than Just a New Staff Member

By hosting a resident, customers can improve productivity, consistency and efficiency of their staff and project activity and...

- > Leverage a skilled expert to help while containing costs:  
Get precisely the right level of expertise needed for the amount of time needed, without a long-term financial commitment.
- > Backfill your own experts: Have an expert step in on an interim basis when your own platform or technology expert is on leave or getting advanced training.
- > Get optimal platform-specific configurations, processes and procedures.
- > Bring in a technology expert to address the need for more in-depth product knowledge on a given project that your in-house staff can't provide.
- > Shorten timelines and reduce risk by having the appropriate resources when needed.

## Full Information Lifecycle Results

Arrow provides strategic guidance and the technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. Arrow is committed to providing exceptional total customer experience through services excellence. Arrow addresses a full spectrum of client needs across information lifecycles to include strategy, architecture, advisory, implementing, managing and support.

## High Value Capabilities

Residents focus on a client's specific needs and also make proactive recommendations based on their own expertise and best practices on how the IT environment can be improved, adapted and optimized to meet changing business requirements.

### Typical activities may include:

- > Day-to-day operational management and administration
- > Architecture and infrastructure improvement recommendations
- > Hands-on planning, building and rollout of infrastructure
- > Documentation of policies and procedures
- > Onsite best practice and product knowledge transfer

## Flexible Delivery Options

### Below is a sample of resident titles available:

- Storage Engineers/Administrations
- Implementation/Migration Specialists
- Storage Architects
- Network Engineers
- Security Engineers
- Virtualization Support
- Virtualization Engineers
- Virtualization Architects
- Backup/DR Support
- Backup/DR Implementation Engineer
- Backup/DR Architects
- Application/DBA Support
- Application/Db Implementation Engineer
- Application/Db Architects

## About Arrow

At Arrow, we believe our relationship with you is the most important aspect of our business together. We work with you to discover your specific business goals and collaborate with you to find the right solution to fill any business need.

## More Information

Contact your Services Account Director to outline requirements, discuss your options and select the most appropriate level of service for your customer 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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