

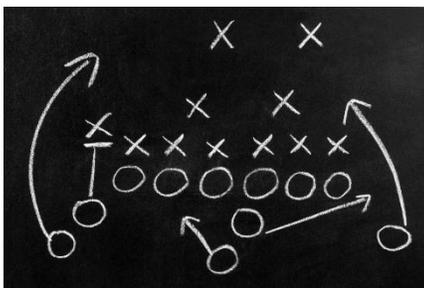
# Enterprise Computing Solutions Services

## Service Overview

### Cloud Consulting Services

Embarking on the road to cloud computing is not a simple journey and shouldn't be traveled alone. Our cloud consulting services experts will help guide you along the way, taking you from an examination of your business and IT goals, through assessing how you might benefit from cloud technologies, to the development and implementation of a detailed, best practice-based plan for cloud computing success.

Arrow Consulting Services provides you with a variety of options to help your customers migrate to the Cloud.



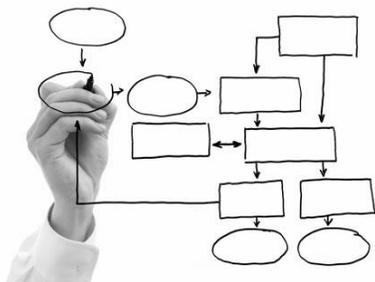
**CLOUD STRATEGY WORKSHOP**

Determine the best approaches and evaluate options for IT and business operations.



**CLOUD DISCOVERY ASSESSMENT**

Assess the strategy and requirements of the business and technology, identify the applications that would benefit from Cloud enablement, and which of those applications are private cloud-ready.



**CLOUD READINESS ASSESSMENT**

Analysis of application needs and priorities, impact to the business, and ROI for implementing a Cloud environment.

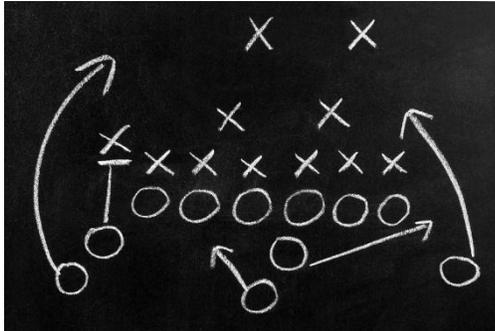


**CLOUD SECURITY AND COMPLIANCE ASSESSMENT**

Integrates the current security strategy and lifecycle management to workloads targeted for the cloud. Identifies potential data security risk(s) and provides recommendations while creating requirements for the Cloud data security.

Enlist Arrow to act as your seasoned guide and partner for every stage of your customer's journey to Cloud Computing.

## CLOUD STRATEGY WORKSHOP



The Cloud Business Strategy Workshop is a half-day interactive session, scheduled at your convenience, which fully investigates how cloud computing could help you and whether there is value in pursuing a Cloud-based solution.

At the completion of the workshop, you will:

- Understand the potential value of the Cloud-based solution and the financial impact on your organization.
- Identify areas requiring further analysis toward cloud benefits.
- Address concerns and apprehensions of moving to the Cloud.
- Identify a short-term plan to continue the discovery process and make a final decision.

### Benefits

The Cloud Strategy Workshop is a structured analysis of your IT infrastructure and associated business services, enabling you to identify areas of opportunity that would benefit from a Cloud computing strategy. The Workshop represents the first phase of discovery and analysis, and includes a review of the Cloud computing market and results in summary report that identifies the best opportunities, based on business and technical requirements, value, reliability and time to deploy.

### Deliverables

Deliverables include an executive summary, comprehensive report and a meeting with the customer to review the Cloud Discovery recommendations. Content of the reports will address the following:

- Summary of key findings and strategic approach to the Cloud as developed during the workshop.
- A high-level assessment of the existing environment and the impact moving to the Cloud will have on business and technical operations.
- The top two or three Cloud-based opportunities that will provide the most value, with the least risk, in the shortest duration of time.

## CLOUD DISCOVERY ASSESSMENT



The Cloud Discovery Assessment is an onsite consulting engagement designed to identify specific solutions within the Cloud that will provide benefit to your organization.

Continuing with your Cloud strategy the Discovery phase will identify the set of workloads suitable for Cloud adoption. This engagement provides a weighted review of potential Cloud Service Providers (CSPs), matching business and technical requirements with the identified workloads.

Upon completion of the consulting engagement you will:

- Continue the detailed planning process of transitioning the most appropriate workloads and services to Cloud Services
- Understand the potential value and financial impact of the Cloud-based solution.
- Identify areas requiring further analysis as well as areas of potential risk.
- Address concerns and apprehensions of moving to the Cloud.
- Generate high-level requirements for potential Cloud Service Providers (CSPs).
- Generate a short-term plan to continue the discovery process and make a final decision.

### Benefits

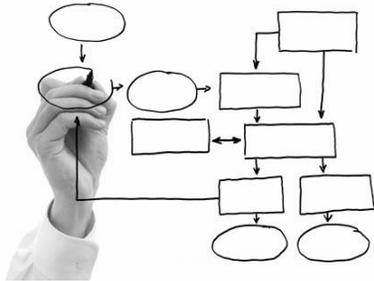
The Cloud Discovery Assessment provides you with a framework to effectively leverage our expertise and a structure to keep processes manageable and define initial workflows. The roadmap developed during this phase can now be used to further the coordination of IT services with business transformation processes as your journey to Cloud services evolves.

### Deliverables

Deliverables include an executive summary, comprehensive report and a meeting with the customer to review the Cloud Discovery recommendations. Content of the reports will address the following:

- An initial high-level ROI and TCO outlook on the costs and benefits of moving to a Cloud based delivery model.
- High level requirements for a subsequent project and specific recommendations on the best approach that will highlight the benefits the Cloud could provide the customer.
- A strategic roadmap of potential opportunities, for short and long term implementation, of a Cloud strategy aligned to current business and IT initiatives.
- A short-term plan to continue the discovery process through a final Cloud decision and implementation.

## CLOUD READINESS ASSESSMENT



Cloud Readiness Assessment is an onsite consulting engagement that assists you in examining previously determined workloads that are candidates for cloud deployment. This assessment identifies the dependencies and impact on your existing infrastructure and prepares you to begin adopting Cloud-based infrastructure, services and solutions

At the completion of the Cloud Readiness Assessment, you will complete:

- IT management policies and procedures
- Regulatory and security polices as required
- Disaster recovery, Business continuity, Backup/Restore requirements
- Service Level Agreement (SLA) review
- Integration dependencies with existing IT services
- Formulate a future state Cloud infrastructure Architecture
- Comparison of Cloud service providers to satisfy business requirements
- Conduct a financial review of comparable Client IT services
- Begin the of project-specific plans for approved workloads and Cloud services, to be finalized during the Implementation phase

### Benefits

The Cloud Readiness Assessment provides a thorough review of the existing IT environment as it pertains to the desired Cloud service model. Our approach speeds and simplifies your transition to Cloud computing, providing you with a significant reduction in cost and risk as you move onto the implementation schedule. Your organization is now prepared with the knowledge and data required to move forward in creating specific migration and project plans.

### Deliverables

Deliverables include an executive summary, comprehensive report and a meeting with the customer to review the Cloud Readiness Assessment. Content of the reports will address the following:

- Presentation that addresses the scope, approach, in-depth findings and plan recommendations for Cloud implementation.
- Report that includes a future state architecture, short-term Cloud implementation priorities and dependencies, detailed project plans for each identified workload to be implemented, financial analysis of identified workloads, a maintenance and support strategy, Cloud adoption and operational impact, and a rollout strategy.
- Training plans - Provided if necessary.

## CLOUD SECURITY AND COMPLIANCE ASSESSMENT



The Cloud Security and Compliance Assessment is an onsite consulting engagement designed to examine and maintain an organization's security posture by identifying the potential data security risk(s) involved in moving targeted workloads to the Cloud.

At the conclusion of the consulting engagement you will:

- Identify your current security strategy and overall approach to security, including compliance, regulatory and internal policies, and related policies and processes such as backup, disaster recovery, data life cycle management and the handling of discovery orders.
- Focusing on targeted workloads for the Cloud, identify the physical location of all stored data including backup and disaster recovery copies, servers, workstations and interconnecting networks used for the targeted workloads, and the specific security policies and requirements that apply to these workloads.
- Create requirements on the Cloud implementation to protect the security of the data to the same level as it has currently, and if different, to the level required to meet all policies and requirements.

### Benefits

Our security experts effectively maintain a client's security posture when moving workloads and associated data to the Cloud and operations using the Cloud, enabling your customer to maintain security and compliancy regulations.

### Deliverables

Deliverables include an executive summary, comprehensive report and a meeting with the customer to review the Cloud Security and Compliance Assessment. Content of the reports will address the following:

- Executive Summary Report that addresses the scope, approach, high-level findings and recommendations.
- Comprehensive report that includes a summary and review of the analysis performed, the security requirements to be provided to the Cloud Service Provider(s), a gap analysis identifying differences between current security position and pre-defined policy, and a set of recommendations on the Cloud implementation necessary to meet these requirements (IaaS, PaaS, SaaS or some combination; Public Cloud, Private Cloud, or Hybrid Cloud).
- Project Debrief - Session with senior management following the submission of the final report.

Whether you are focusing on growing your business, entering new markets, building your pipeline, or closing more opportunities, Arrow cloud professional services provides the necessary tools, resources, and support to accelerate your efforts and ensure your success.

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## Why Partner with Arrow ECS for Services?

We offer an ever-evolving portfolio of best in class cloud services. By aggregating and integrating multiple cloud and managed services offerings, we streamline the selection, engagement, and management process for VARs, allowing you to focus on your core business and client relationships. We provide VARs a low-risk, low-cost path to entering the cloud services market or adding new services to an existing managed services portfolio.

### **Arrow Professional Services is your one-touch Cloud Services Partner**

- Marketplace of fully vetted best in class cloud services providers delivering services SMB and Enterprise customers need today
- Provide infrastructure assessment services to help end users identify cloud services solutions to address their I.T. needs
- Provide services solutions architects to develop customized, integrated services solutions, unique to each end user
- Provide implementation and migration services to assist an end user in moving from a capital-based infrastructure solution to a managed and/or cloud computing solution
- Provide a monthly invoice, combining all of the components of the services solution into a single bill
- Provide post implementation support services

### **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 provides an extensive set of Cloud, Learning and Professional Services sold entirely through our Solution Provider Partners.
- Pre-determined deliverables, timelines, and costs are based on a Statement of Work (SOW).
- Flexible to your needs: Decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle and enhance client relationships.
- Experienced 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.



**Arrow Electronics, Inc.**  
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## Enterprise Computing Solutions

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### ECS Services - Contact

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service, contact us at:

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**[services\\_arrow.com](http://services_arrow.com)**

### ECS Services Online

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

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from the latest news to line card information.

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