INGRAM MICRO | HPE SOLUTIONS 2023

Because there's so much to talk about

We deliver an unrivaled customer experience to our ecosystem of partners and alliance vendors while enabling the promise of best-in-class technology for all.

Seeing farther ahead.

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Solution Design & Services (SD&S)

Our Solution Design & Services team delivers tech support that connects partners to the right solution for their environment.

They specialize in data center and networking solutions spanning the HPE portfolio, while playing a huge role in educating our partners and internal sales teams.

HERE FOR YOU

Our SD&S team answers calls in under 3 minutes, on average, and fields over 100 support calls per day spanning all segments of our HPE business.

UP TO DATE

The SD&S team participates in comprehensive training to stay current with HPE products and solutions.

- Our SD&S team holds 56 HPE industry certifications
- The team has received over 100 learning badges within the HPE continuous learning platform, including 725 modules completed to date

SD&S DEDICATED HPE PHONE EXTENSIONS

- HPE main menu, extension 77264
- HPE servers, extension 76017
- HPE storage, extension 76556
- HPE networking, extension 77472

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Technical Account Managers (TAMs)

Technical account managers are trusted advisors who engage with our partners, vendors and sales organization by providing technical expertise that drives growth and development.

OUR DEDICATED TAMS CAN ASSIST WITH THE FOLLOWING:

- Product positioning
- End-user discovery engagements
- Solution design
- End-user solution presentation
- Resource coordination for complex multi-vendor configurations

- New product intro and training
- Training for tool configuration and sizing
- Product demo coordination with our Business Transformation Center

TAMs work closely with our HPE vendor representatives and resources. They participate in monthly update calls with HPE category managers, program managers, operations specialists and others. The continuous interaction between our Ingram Micro team and the HPE vendor team strengthens our partnership, providing a valuable communication loop on new product lines and program updates.

CONTACTS

Anne Siler, extension 66188
Scott Moore, extension 67130
David Wagner, extension 65197
Jeffrey Swetland (Aruba), extension 66066
Charlie Incorvaia, extension 66536
Brandon Atchley (Aruba, Silver Peak), extension 66522

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HPE Services

Ingram Micro offers its own management portal for HPE services, along with a dedicated team of renewal specialists.

THE SMART ENABLEMENT PORTAL CAN HANDLE THE FOLLOWING:

- Proactive renewal generation
- Proactive contract management
- Change request submission
- Support service renewal management

The Smart Enablement Portal can also consolidate your renewals across all HPE segments, including Aruba networking and Nimble storage.

BUSINESS TRANSFORMATION CENTER

The Ingram Micro Business Transformation Center (BTC) enables partners and their customers to learn more about HPE solutions that can help them reach their goals. The BTC brings the value of HPE technologies to life by immersing partners within solutions, boosting your proficiency (and success). Simply put, those who utilize the BTC, will be able to sell strategically and close more deals.

OUR HPE SOLUTIONS INCLUDE, BUT ARE NOT LIMITED TO:

- GreenLake: Aruba Central, DSCC, Compute Ops and GreenLake Central
- Storage: Alletra, Nimble and Primera
- Compute: ProLiant, Synergy, Simplivity and dHCI
- Networking: Aruba CX, Instant ON, SD-WAN

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GO HYBRID

HPE Go Hybrid is our enablement portal providing resources, education, support tools and much more to keep you up to date on all things HPE.

DEDICATED RESOURCES ON THE GO HYBRID SITE INCLUDE:

- Podcasts
- Webinars
- Deal reg assistance
- Direct access to our Ingram Micro HPE team
- HPE GreenLake Hub
  - Discover everything you need to know about HPE GreenLake in one convenient location
- HPE Hybrid IT Highway and HPE GreenLake Off-Road Adventure
  - Designed to be interactive, informative and put you on the fast track to becoming an HPE partner—including connecting you to any available rebates and awesome prizes along the way

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HPE GREENLAKE

HPE GreenLake's diverse solutions deliver a cloud-like experience, including control of on-prem infrastructure with no upfront cost. GreenLake's pay-per-use, scalable model fits any budget and includes 24/7 monitoring and management.

HOW GREENLAKE BENEFITS YOUR CUSTOMERS

- Lower IT costs
- Pay as you grow
- Simplified IT
- Boost productivity
- Scale up or down with a click

HPE GREENLAKE OFF-ROAD ADVENTURE

Get ready to differentiate yourself and grow your HPE business with four easy-to-follow modules covering everything from sales training and resources to marketing essentials and tips on optimizing your earning potential.

OFF-ROAD ADVENTURE TRAILS INCLUDE:

- The Mud Trail – Introduction to GreenLake
- The Rock Trail – GreenLake competency
- The Sand Trail – GreenLake marketing
- The Snow Trail – GreenLake resources

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HPE ARUBA-GO

Ingram Micro's HPE Aruba-GO portal is designed to get you onboarded ASAP so we can start accelerating your enterprise networking business. Plus, the portal is updated every month with new dynamic content designed to help you succeed.

NEW DYNAMIC CONTENT INCLUDES:

- Info on current deals and promotions
- Webinars
- Vlogs
- Helpful resources
- Access to Aruba experts and more

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Get to know us.

ingrammicro.com

3351 Michelson Drive,
Suite 100, Irvine, CA 92612
Phone: (714) 566-1000