IaaS Lifecycle Services

Services Details and Benefits

General Overview

Discovery and Assessment Service

Architecture and Design Service

Managed Support Services

Managed Security Services ★

IaaS Migration Services

Proof of Concept (POC) Service

Migration Service

Cost Optimization Services

IaaS Managed Services

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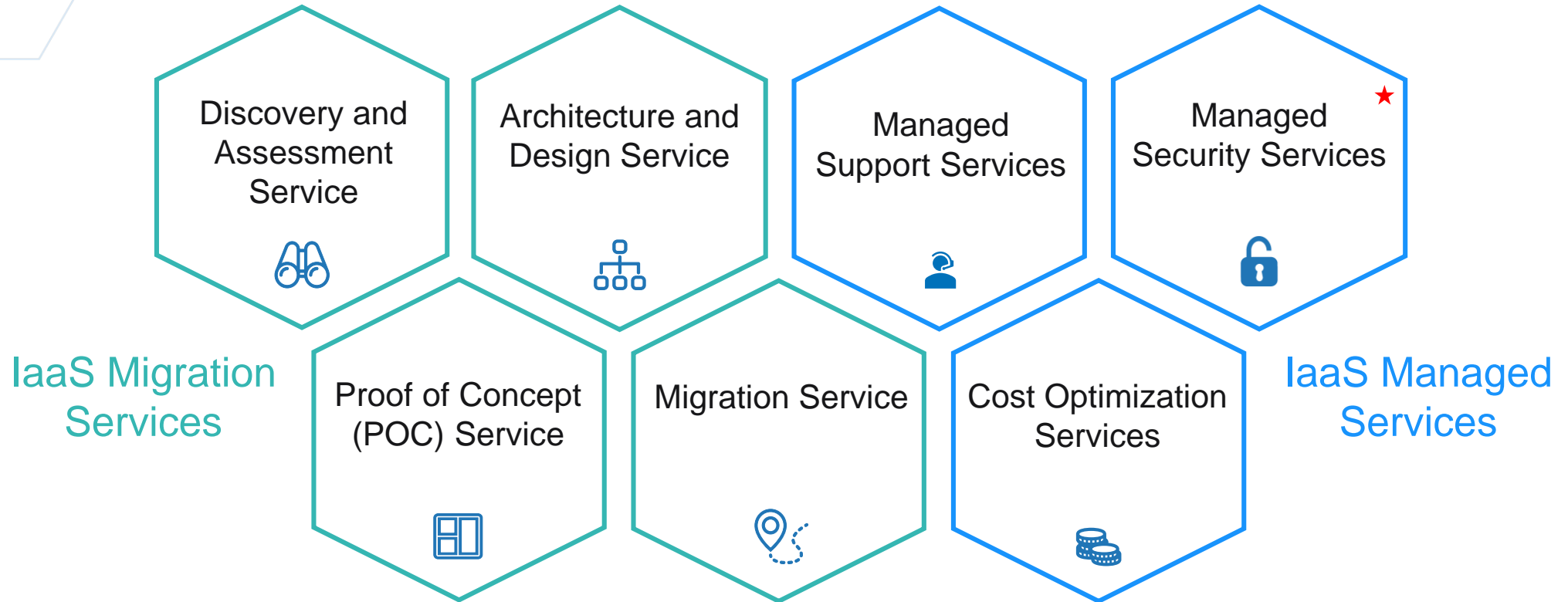
IaaS Migration Services

Discovery and Assessment Service

Proof of Concept (POC) Service

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Migration Services

IaaS Migration Services

Discovery and Assessment Service

Discovery and Assessment service, helps you better understand, classify, and size opportunities of existing workloads, creating a roadmap that results in faster adoption of Azure or AWS with higher consumption.

Through a series of infrastructure and application assessments, partners gain the visibility necessary to start building a pipeline faster, based on data and facts.

Benefits for resellers

Accelerates adoption

More customers will adopt Azure and AWS, leading to higher consumption

Simplifies budgeting

Fixed fee per server/workload makes budgeting simpler

Defines next steps on IaaS

Accurately identify a customer's application readiness to the cloud

IaaS Migration Services

Architecture and Design Service

Ingram Micro Cloud's Architecture & Design service determines how an application, or a workload should ideally be designed from a reference architecture standpoint on either Microsoft Azure or AWS.

This process is sometimes referred to as the "cloudification" of the workload due to new approaches driven by cloud advances

Benefits for resellers

Simplifies IaaS complexity

Enables you to cater to complex, large-scale enterprise projects by defining the preliminary cloud architecture for each project

Helps optimize costs

All reference architecture projects delivered are cost-optimized for easier budgeting

Favorable free structure

A portion of the fee is refundable if the workload moves to Azure or AWS and meets the minimum projected MRR

IaaS Migration Services

Proof of Concept (POC) Service

Partners may need to simulate a particular workload in Azure or AWS to prove elements like scalability, operational effectiveness, DevOps, and latency.

Ingram Micro Cloud's Proof of Concept (POC) service enables partners to address these elements through delivering a replica or simulation for this projected workload on the cloud platform of choice

Benefits for resellers

Builds customer confidence

Mitigates customer doubts and concerns about moving a specific workload to the cloud

Promotes higher success rates

Building a successful replica of a workload prior to migration ensures higher success rate in Azure or AWS

Ensures stability

Help ensure stability with the workload environment post migration

IaaS Migration Services

Migration Services

Ingram Micro Cloud offers Migration services to help partners move segments of their customer's infrastructure to the cloud, including applications, servers, databases, storage and many other components.

The Migration service features an automated set of tools and platforms to deliver the migration with excellence, minimal human errors, and ease.

Benefits for resellers

Speeds up transition

Help customers move their complex workloads to Azure or AWS quickly and smoothly

Mitigates risk

Evade the risk of migration failure by relying on Ingram Micro Cloud's tools and expertise

Uncovers new opportunities

Initiate new opportunities with customers for managed and support services after moving workloads to the cloud

IaaS Managed Services

Managed Support Services

Standard Support

Professional Support

Premium Support

IaaS Managed Services

Standard Support Service

The Standard Support Service can be utilized as a helpdesk service for customers who need an L1 reactive support plan for Azure or AWS.

Helpdesk services will be bound by Service Level Agreements (SLAs) to cover incident management and ticketing throughout the clock on a 24x7 basis.

**Benefits for resellers**

Eliminates post-sales panicking

Ensures there is always a team of experts to fall back on in case of unplanned outages or emergencies

Gives a helping hand

You will have a support team ready to handle all the required escalation and ticketing for you

Adds more visibility

As a reseller, you are granted access to the tools and platforms that our services team uses to record customers' requests/complaints.
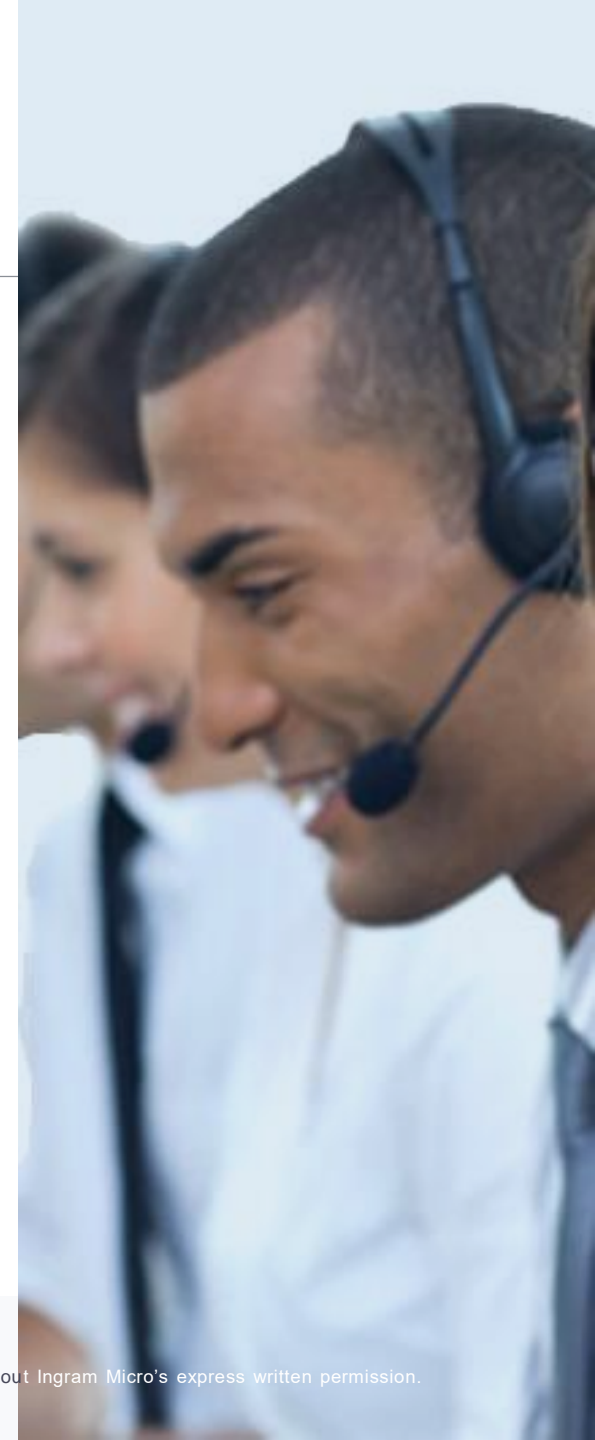
IaaS Managed Services

Professional Support Service

Ingram Micro Cloud enables resellers to keep an eye on their customer's datacenter on cloud through our SLA-bound managed services. We make sure to keep the lights on and resolve technical challenges for customers.

Professional Support is the affordable version of our set of managed support services for resellers, available 24x7 throughout the week.

Benefits for resellers

Ensures business continuity

Assure your customers that their backend systems are monitored and supported throughout their local business hours.

Dilutes technical awkwardness

Minimizes the amount of unanswered technical questions from customers about the cloud.

Uncovers new opportunities

Rely on a team of certified architects to support your customers while you get more capacity to hunt for new business opportunities.
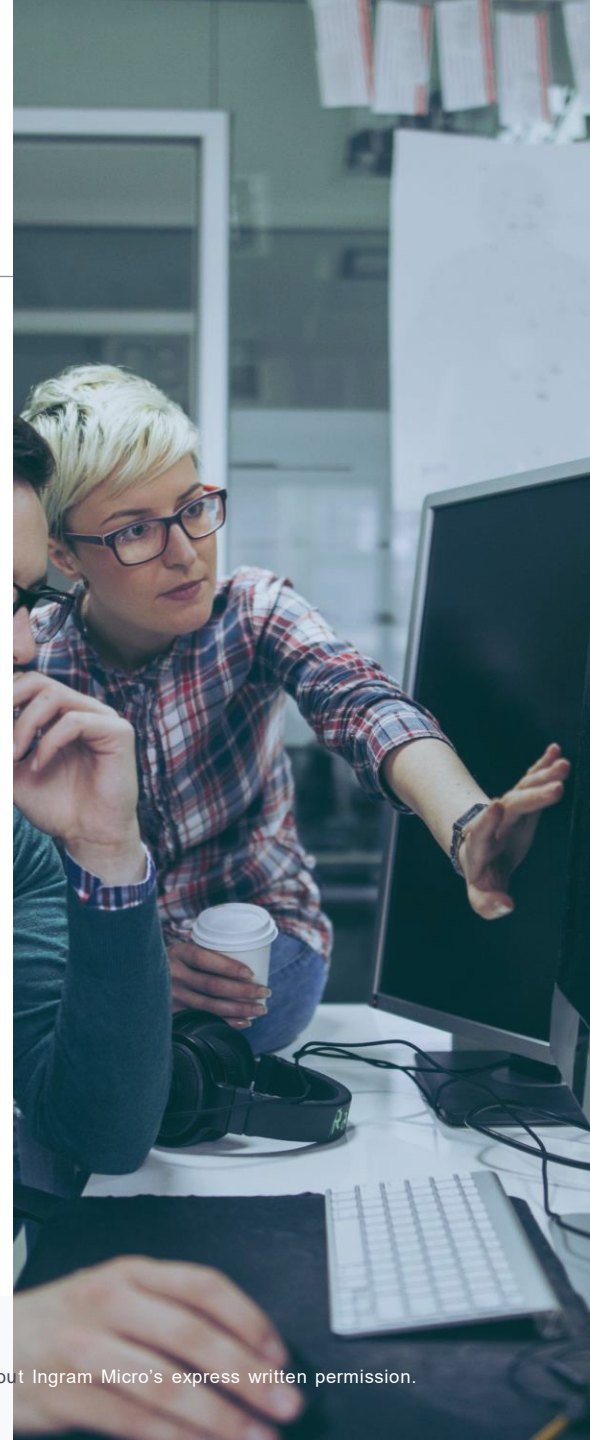
IaaS Managed Services

Premium Support Service

Ingram Micro Cloud offers Migration services to help partners move segments of their customer's infrastructure to the cloud, including applications, servers, databases, storage and many other components.

The Migration service features an automated set of tools and platforms to deliver the migration with excellence, minimal human errors, and ease.

Benefits for resellers

Helps you serve the ENT Segment

Provides a 360° experience for ENT customers with automated tools, reporting engines & certified architects

Guarantees fault resolution

OS/DB troubleshooting is a part of our offering to ensure the quality of services delivered

Uncovers new opportunities

Our support extends to more than just OS/DB; we take care of backups, disaster recovery, storage management, and patching

IaaS Cost Optimization

Cost Optimization Services

Standard

Premium

IaaS Cost Optimization Services

Standard

The Standard option of the Cost Optimization Services gives you access to a cost management tool to pull reports, and view and analyze consumption on leading cloud infrastructure providers Microsoft Azure and Amazon Web Services (AWS)

Benefits for resellers

Identifies cost savings opportunities

Leverage reports to help your customers reduce costs by finding cost-saving areas in their IaaS consumption

Eliminates ambiguity in IaaS invoices

Get clarity around complex cloud resource management, and billing and invoicing

Provides real-time costs visibility

Closely monitor IaaS budgets and spend with day-to-day consumption visibility, and with custom alerts

INGRAM MICRO®

IaaS Cost Optimization Services

Premium

The Premium option of the Cost Optimization Services gives you cost optimization consulting and best practices to help your customers optimize cloud consumption on Microsoft Azure and/or Amazon Web Services (AWS).

Benefits for resellers

Reduces your customers' IaaS bills	**Empowers better decision-making**	**Provides full visibility on consumption**
Customers can realize potential savings (in USD) with clear actionable items against unutilized or underutilized resources	Customers can easily refine capacity planning, resource allocation and budgeting for IaaS	Customers can see potential savings in USD with clear actionable items against unutilized or underutilized resources