



Ingram Micro Cloud IaaS Lifecycle Services

Service Descriptions

IaaS Migration Services

Ingram Micro Cloud's global infrastructure and deep expertise in cloud technology solutions enable partners to operate efficiently and successfully in the markets they serve. Our IaaS Lifecycle Services empower partners to sell more Microsoft Azure and Amazon Web Services (AWS), capture new business, and identify services and migration opportunities.

Ingram Micro Cloud provides the tools and services to accelerate these opportunities and reduce friction in the sales cycle. The Ingram Micro Cloud IaaS Lifecycle Services offering consists of numerous activities, resources, and tools to help you **close faster** and **provide a better experience to your customers** after moving their workloads to the cloud.

Setting the right expectations

Services offered by Ingram Micro Cloud include the activities below. We ensure you will have a smooth experience throughout the full implementation and delivery cycle for each service you purchase from the Ingram Micro Cloud Marketplace.

- A kick-off meeting will take place at the beginning of the delivery process to identify the timeline, key activities, and success criteria
- Ownership of the project implementation and delivery plan
- Periodic updates on project delivery status
- Scheduling/conducting project follow-up calls and meetings as required
- Coordination of project resources until sign-off

Migration Services

Services to enable you to identify migration opportunities, cloudify those opportunities, and help the customer make the move to the cloud.





Migration Services

Discovery and Assessment Service

Ingram Micro Cloud's 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 will obtain the visibility necessary to build a pipeline faster, based on data and facts.

DELIVERY AND IMPLEMENTATION APPROACH

Ingram Micro Cloud will take the following steps to ensure your **Discovery and Assessment Service** is properly delivered to your customer based on our predefined framework:

1. Coordinate a project kickoff meeting to determine the timeline and deliverables
2. Identify the infrastructure discovery tool that will be used
3. Gather system details to ease the discovery process (access credentials, IP addresses, DNS, inventory lists with system details)
4. Identify the selected nodes/servers to be assessed
5. Understand and determine the network topology, connectivity, discovery process constraints, and server groupings in the network
6. Run the Discovery and Assessment tool
7. Discover and map all critical components and dependencies
8. Ensure the system is reporting properly as projected
9. Interview the appropriate staff on the customer's end to understand business and regulatory requirements as well as the business impact for each workload identified
10. Formulate the final report for submission

DELIVERABLES

- A report for total target environment sizing, based on the Discovery and Assessment tool
- Basic recommendations on future migration scenarios for each of the assessed nodes, explaining
- Application(s) that can move to the cloud now
- Application(s) that can move to the cloud later
- Application(s) that can be repurchased in a SaaS model
- Application(s) that can't move to the cloud (legacy, retired, etc.)
- ROI study for multiple cloud providers (if requested by customer)

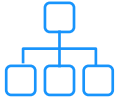
ASSUMPTIONS AND SCOPING

In scope

- The cost of the assessment tool(s) to be used
- The resources assigned for project delivery
- Ownership for project planning, status updates, and deliverables

Out of scope

- Fixing any bugs, errors, and non-relevant issues projected from the system during the Discovery and Assessment process
- Performing any system-related activities that are not a part of the Discovery and Assessment Service as Network/System Administration
- Migrating any of the assessed workloads to the cloud
- Any other elements that are neither a part of the deliverables nor denoted as an *In scope* item



Migration Services Architecture and Design Service

Ingram Micro Cloud's Architecture and Design Service helps us determine how an application or workload must be defined on Azure or AWS. This process is sometimes referred to as the "cloudification" of the workload due to the new approaches driven by cloud advances.

DELIVERY AND IMPLEMENTATION APPROACH

Ingram Micro Cloud will take the following steps to ensure your **Architecture and Design Service** is properly delivered to your customer based on our predefined framework:

1. Coordinate a project kickoff meeting to determine the timeline and deliverables
2. Conduct a workshop to determine cloud design best practices
3. Understand the customer's plans and strategies for the cloud
4. Run an assessment tool to determine the customer's IT environment
5. Analyze the data from the workshop and assessment tool
6. Determine the network topology and connectivity constraints of the origin and target environments
7. Understand the customer's requirements for governance and compliance
8. Define the migration category for each application
9. Define workloads that can be moved together
10. Design a reference architecture for the targeted workload(s)
11. Consider best practices in the projected reference architecture as high availability, security, cost-optimization and operational excellence
12. Provide the final reference architecture for the customer's review

DELIVERABLES

- A migration approach that includes best practices
- A recommended migration team structure and governance plan
- A reference architecture for the target workload/application

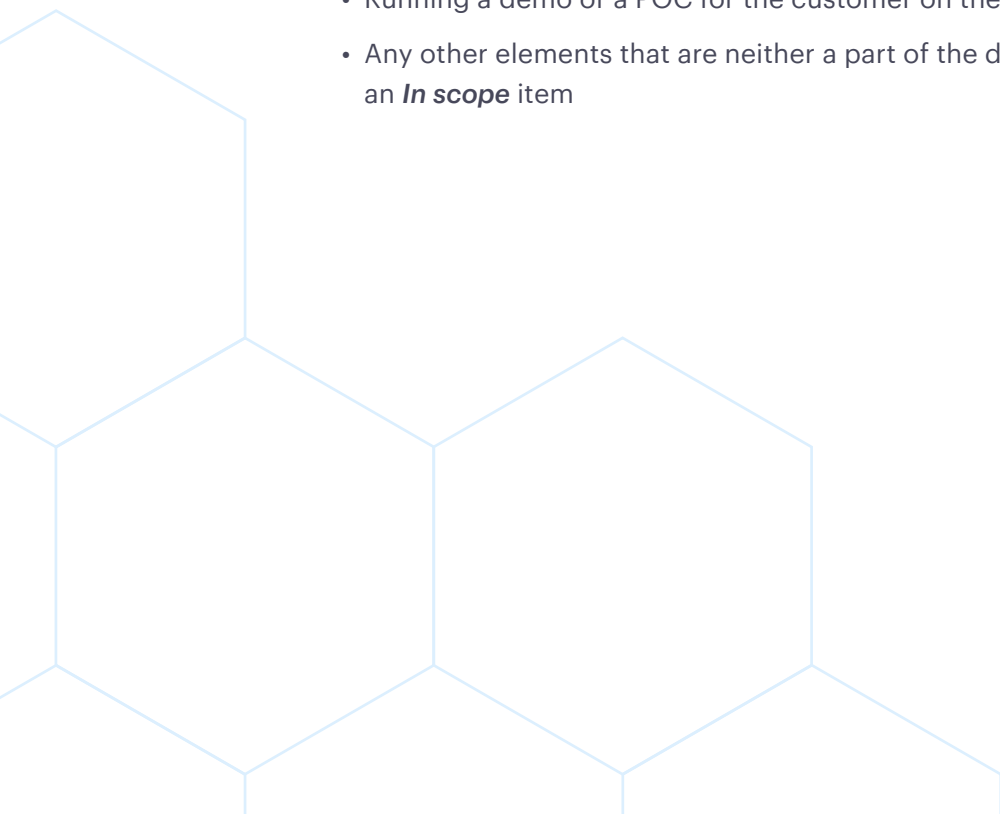
ASSUMPTIONS AND SCOPING

In scope

- The cost of the assessment tool(s) to be used
- The cost of resources assigned for the 1-, 3-, or 5-day workshop
- The cost of the reference architecture designed for the target system
- The cost of the overall migration and move plan
- Ownership for project planning, status updates, and deliverables

Out of scope

- The cost of extending the workshop for additional man-days
- Amendments or changes in the origin or target IT environment for the customer
- Running a demo or a POC for the customer on the cloud
- Any other elements that are neither a part of the deliverables nor denoted as an *In scope* item





Migration Services

Proof of Concept (POC) Service

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

Ingram Micro Cloud's Proof of Concept (POC) Service enables partner to deliver a replica or simulation for this projected workload on the cloud platform of choice.

DELIVERY AND IMPLEMENTATION APPROACH

Ingram Micro Cloud will take the following steps to ensure your **Proof of Concept Service** is properly delivered to your customer based on our predefined framework:

1. Coordinate a project kickoff meeting to determine the timeline, target workloads, processes, and Proof of Concept constraints as well as the success criteria
2. Determine the network connectivity required for the POC
3. Work with the customer to confirm the projected design for the target cloud architecture
4. Establish a data migration strategy and security assessment
5. Enable a simple workload on the cloud platform of choice (Azure or AWS)



DELIVERABLES

- A successful POC for the customer's targeted workload
- Both the network and security architecture for the simulated application
- The Issue Register, which contains all potential issues, risks, and challenges to be addressed in the migration scenario

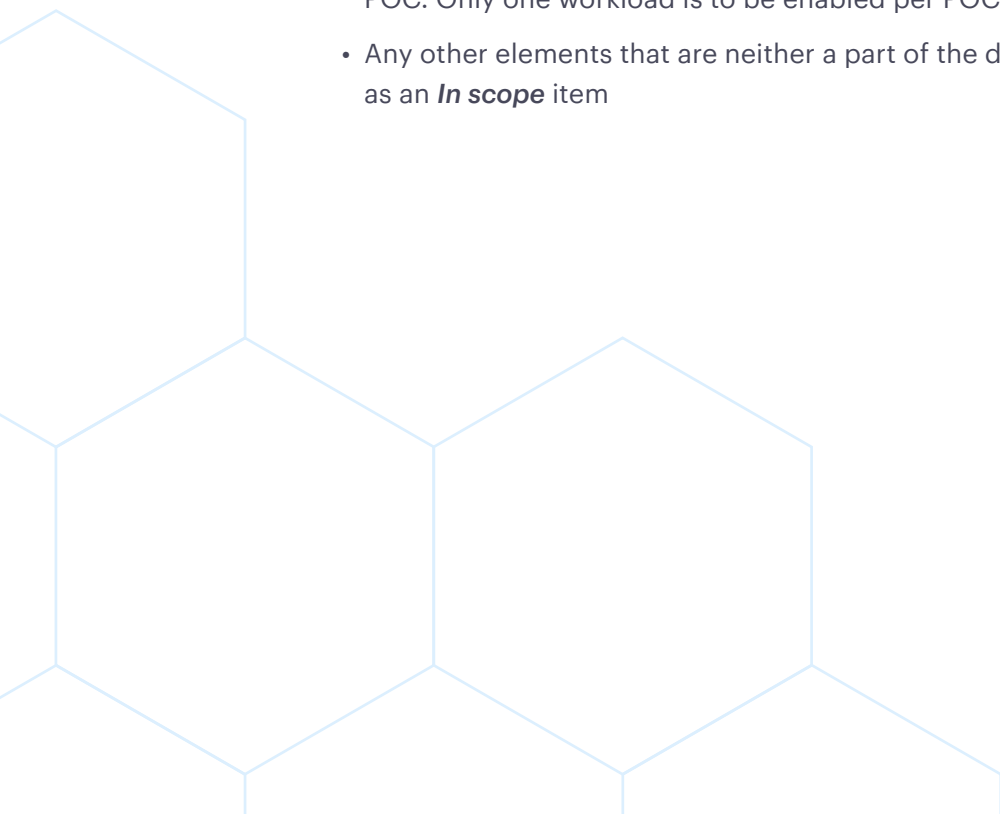
ASSUMPTIONS AND SCOPING

In scope

- The cost of resources to deliver the POC
- The cost of the activities included in the POC (assessments, evaluations, testing, and connecting)
- Ownership for project planning, status updates, and deliverables

Out of scope

- The cost of hosting the simulated application on the target platform of choice throughout the duration of the POC
- Implementing/adding extra modules for the target workload throughout the POC. Only one workload is to be enabled per POC service
- Any other elements that are neither a part of the deliverables nor denoted as an *In scope* item





Migration Services

Seamless Migration

Ingram Micro Cloud offers Migration Services to help partners move different 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.

DELIVERY AND IMPLEMENTATION APPROACH

Ingram Micro Cloud will take the following the steps to ensure your **Migration Service** is properly delivered to your customer based on our predefined framework:

1. Coordinate a project kickoff meeting to determine the timeline and deliverables
2. Identify the target workloads for migration
3. Acquire system details (access credentials, IP addresses, DNS, workload images, disk sizes, etc.)
4. Determine the network topology for the origin and target environments
5. Identify the migration processes and constraints (connectivity, capacity, time, and storage)
6. Identify server workloads that can be moved together
7. Set up the migration teams, factory, and migration tools for re-hosting
8. Perform a live capture for images and disks for each move group
9. Migrate the non-production environments and conduct a User Acceptance Test (UAT)
10. Migrate the production systems and assign workloads in the destination with the appropriate configurations
11. Synchronize the local data between the source and destination

DELIVERABLES

- Migrated the workload(s)
- UAT sign-off from the customer
- After-care sign-off

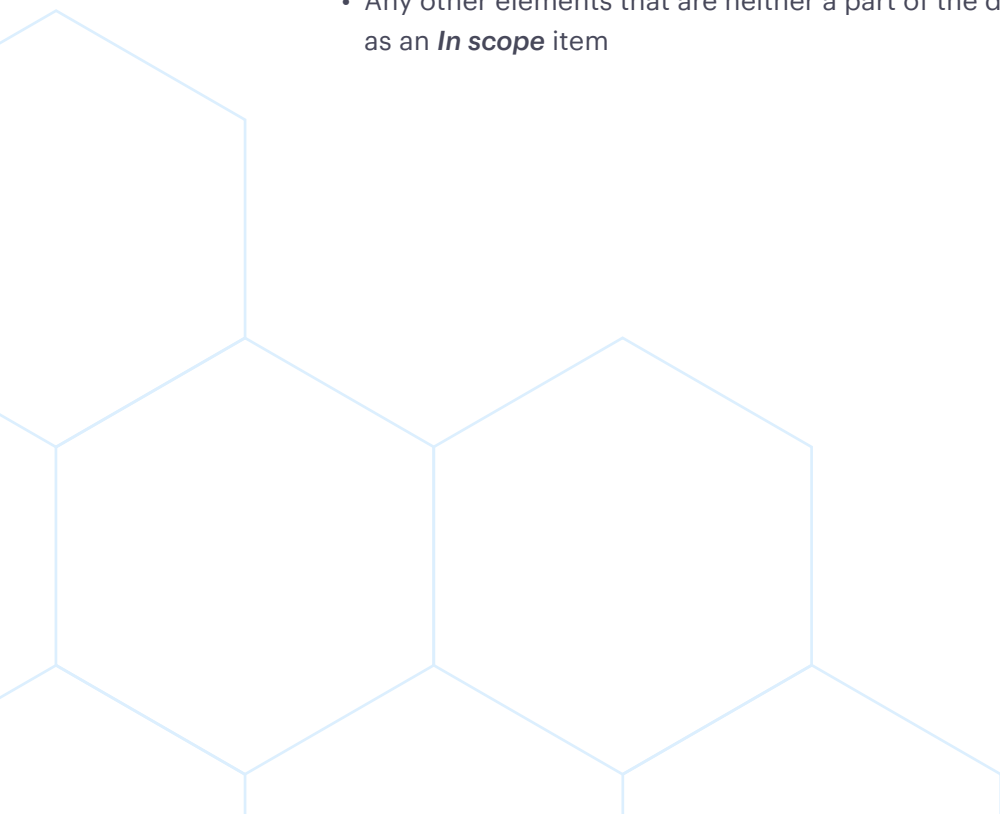
ASSUMPTIONS AND SCOPING

In scope

- The cost of the assessment tool(s) to be used
- The cost of the migration tool(s) to be used
- The resources associated with the project delivery, from assessments to sign-off (no extra charges)

Out of scope

- Storage Area Network (SAN) discovery process
- Testing or installation of additional applications that are not part of the migrated environment
- Network or System Administration
- Any planning/design/implementation for Disaster Recovery or Backup
- Any other elements that are neither a part of the deliverables nor denoted as an *In scope* item



IaaS Managed Services

Long-term recurring services that enable you to keep a healthy relationship with your customers and maintain a certain level of excellence through managing/securing their cloud as a part of an ongoing subscription



IaaS Managed Services

Ingram Micro Cloud believes in the importance of maintaining the relationship with your customers, especially after selling a product or a service, and how it becomes really challenging to raise the bar and provide a certain level of excellence with new technologies and platforms released.

Ingram Micro Cloud gives you the opportunity to provide **managed services** for your customer's Cloud infrastructure environments. Coming in different flavors to cater a bigger base of audience, these services enable you to keep the lights on and make sure you minimize the level of customer churn. Our team of certified professional architects will be assigned to manage and maintain your customer's Cloud on Azure and AWS.

Setting the right expectations

IaaS Managed Services offered by Ingram Micro Cloud are to be available for purchase through the Ingram Micro Cloud Marketplace. Our services teams expect the below from you, as a reseller, to make sure we maintain a certain level of quality and excellence in delivery.

- Ingram Micro Cloud is to be provided with the necessary contact details from the customer's end, including IT and Business stakeholders, to report any necessary information throughout the project.
- Customers should respond in a timely manner to requests for information. Any delays may cause more stretch to the agreed to timeline, henceforth.
- Project kickoff will take place approximately two weeks after the order is placed on the Ingram Micro Cloud Marketplace, or on a mutually-agreed date.
- If there are delays, which are not exclusively caused by Ingram Micro Cloud, or a change in scope or deliverables, there may be a change in price accordingly.



Managed Services Standard Support

Ingram Micro Cloud released a support plan to be utilized as a helpdesk service for customers who need L1 reactive support 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.

SERVICES INCLUDED

Ingram Micro Cloud will deliver the following services and activities as a part of your **Standard Support** plan:

- Incident management with a ticketing system, maintained by a team responsible for queuing, fault analysis, and communication to the respective vendor
- Escalation support to cover operating system and database-related system issues escalated with the vendor support team, for your cloud platform of choice

TOOLS AND PLATFORMS UTILIZED

- Manage Engine ITSM Tool for **Incident Management, Ticketing, and Escalation**
- CloudCheckr for **Analytics and Cost Management**



OUT OF SCOPE

The following are considered to be **Out of Scope** and will **not** be included in the list of deliverables carried out by the services delivery team:

- Application-level monitoring for existing applications or applications to be deployed
- Supporting or implementing Backup, Disaster Recovery, or Storage Management
- Auditing or providing audit/compliance reports for any of the systems
- Architecting, designing, deploying, or migrating any existing or new applications to the cloud
- Advanced security support for firewall, antivirus, or server endpoint security
- Delivering compliance adherence support (GDPR, PCI/DSS, HIPAA, etc.)
- Resource optimization for the existing servers

SERVICE LEVEL AGREEMENT (SLA) METRICS

Severity	Response Time	Resolution Time *
Severity 2 (P2) Business Impacted	4 Hours	24 Hours
Severity 3 (P3) Standard Tickets	24 Hours	48 Hours

* Resolution SLA clock will stop if the issue is from the cloud platform side, whereby the support team will need assistance from the cloud provider (i.e. AWS or Microsoft Azure) to resolve the issue.



Managed Services Professional Support

Ingram Micro Cloud enables you to keep a close eye on your customer's data center on the cloud through our SLA-bound support services offering. We make sure to keep the lights on and resolve any technical challenges for your customers.

Professional Support is the affordable version of our set of managed support services for resellers. The offering below includes a variety of a services, available 24x7 throughout the week.

SERVICES INCLUDED

Ingram Micro Cloud will deliver the following services and activities as a part of your **Professional Support** plan:

- Operating system, resources, and services monitoring
- Database monitoring for usage, performance, and throughput
- System patching and updating
- Platform and resource monitoring/alerting for faulty or suspicious behavior
- Identity and access management
- Service management with a process defined for each: Incident Management, Change Management, and Escalation Support
- Resource health-check and status reports

TOOLS AND PLATFORMS UTILIZED

- Azure Monitoring and AWS CloudWatch for **Monitoring**
- Azure Update Management and AWS Systems Manager for **Patching and Updates**
- Azure Log Analytics and AWS Patching Manager for **Patching Logs**
- CloudCheckr for **Analytics and Cost Management**

OUT OF SCOPE

The following are considered to be **Out of Scope** and will **not** be included in the list of deliverables carried out by the services delivery team:

- Application-level monitoring for existing applications or applications to be deployed
- Supporting or implementing Backup, Disaster Recovery, or Storage Management
- Auditing or providing audit/compliance reports for any of the systems
- Architecting, designing, deploying, or migrating any existing or new applications to the cloud
- Advanced security support for firewall, antivirus, or server endpoint security
- Delivering compliance adherence support (GDPR, PCI/DSS, HIPAA, etc.)
- Resource optimization for the existing servers

SERVICE LEVEL AGREEMENT (SLA) METRICS

Severity	Response Time	Resolution Time *
Severity 1 (P1) Business Critical/Operations halted	1 Hour	4 Hours
Severity 2 (P2) Business Impacted	2 Hours	24 Hours
Severity 3 (P3) Standard Tickets	4 Hours	48 Hours

* Resolution SLA clock will stop if the issue is from the cloud platform side, whereby the support team will need assistance from the cloud provider (i.e. AWS or Microsoft Azure) to resolve the issue.



Managed Services Premium Support

Ingram Micro Cloud enables partners to provide full end-to-end support through our comprehensive set of Premium Support services to maintain, manage, and sustain mission-critical cloud environments around the clock.

Premium Support is there to assist enterprise customers in their journey on the cloud infrastructure domain on a 24x7 basis.

SERVICES INCLUDED

Ingram Micro Cloud will deliver the following services and activities as a part of your **Premium Support** plan:

- Operating system, resources, and services monitoring with alerting/alarms service
- Operating system **troubleshooting**, when required
- Database monitoring for usage, performance, and throughput **with troubleshooting**, when required
- Planning and implementing a **Backup and Recovery strategy**
- Support for the existing **Disaster Recovery setup**, with an annual DR drill test
- Platform and resource monitoring/alerting for faulty or suspicious behavior
- Service management with a process defined for each **Incident Management, Change Management** (10 requests maximum/month), with **Escalation Support**
- Resource health-check with a **monthly** status report and a **quarterly** operations and SLA review
- System patching and updating
- Identity and access management

TOOLS AND PLATFORMS UTILIZED

- Azure Monitoring and AWS CloudWatch for **Monitoring**
- Azure Update Management and AWS Systems Manager for **Patching and Updates**
- Azure Backup and AWS Workload Snapshots for **Backups**
- Azure Site Recovery and CloudFormation for **Disaster Recovery Support**
- Azure Log Analytics and AWS Patching Manager for **Patching Logs**
- CloudCheckr for **Analytics and Cost Management**
- Cloud xRay for **Visibility on Resource Provisioning and Allocation**

OUT OF SCOPE

The following are considered to be **Out of Scope** and will **not** be included in the list of deliverables carried out by the services delivery team:

- Application-level monitoring for the existing applications or applications to be deployed
- Implementing Disaster Recovery; we will support the **existing setup only**
- Architecting, designing, deploying, or migrating any existing or new applications to the cloud
- Advanced security support for firewall, antivirus, or server endpoint security
- Delivering compliance adherence support (GDPR, PCI/DSS, HIPAA, etc.)
- Resource optimization for the existing servers

SERVICE LEVEL AGREEMENT (SLA) METRICS

Severity	Response Time	Resolution Time *
Severity 1 (P1) Business Critical/Operations halted	30 Minutes	4 Hours
Severity 2 (P2) Business Impacted	1 Hour	24 Hours
Severity 3 (P3) Standard Tickets	2 Hours	48 Hours

* Resolution SLA clock will stop if the issue is from the cloud platform side, whereby the support team will need assistance from the cloud provider (i.e. AWS or Microsoft Azure) to resolve the issue.

Cost Optimization Services

Consulting services for your customers to easily optimize IaaS-spend, uncover areas of savings and cut-loose unutilized infrastructure resources on cloud.

Standard

Helps you identify cost saving opportunities

Premium

Enables you to proactively optimize and regulate your customers' IaaS spending

Cost Optimization Services

Cost optimization for infrastructure as a service (IaaS) consumption can be a black box for most partners. To accommodate demand and help partners be more cost-efficient, Ingram Micro Cloud offers two levels of Cost Optimization Services: Standard and Premium.

Setting the right expectations

IaaS Cost Optimization Services offered by Ingram Micro Cloud are to be available for purchase through either the Ingram Micro Cloud Marketplace or Traditional. Our Cost Optimization Consultants expect the below to make sure we maintain a certain level of quality and excellence in delivery.

- Channel partners should help Ingram Micro Cloud with the technical point of contact(s) from the end-customer's side to ease the communications and updates cycle.
- The customer point of contact is responsible to provide Ingram Micro Cloud with the appropriate access details and information to ensure service delivery
- Project kickoff will take place approximately one to two weeks after the order is placed on the Ingram Micro Cloud Marketplace, or on a mutually-agreed date.
- End-customers are expected to respond in a timely manner to ensure the quality of the service delivered. Any delays caused or influenced by the customer may result in unexpected changes.



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).

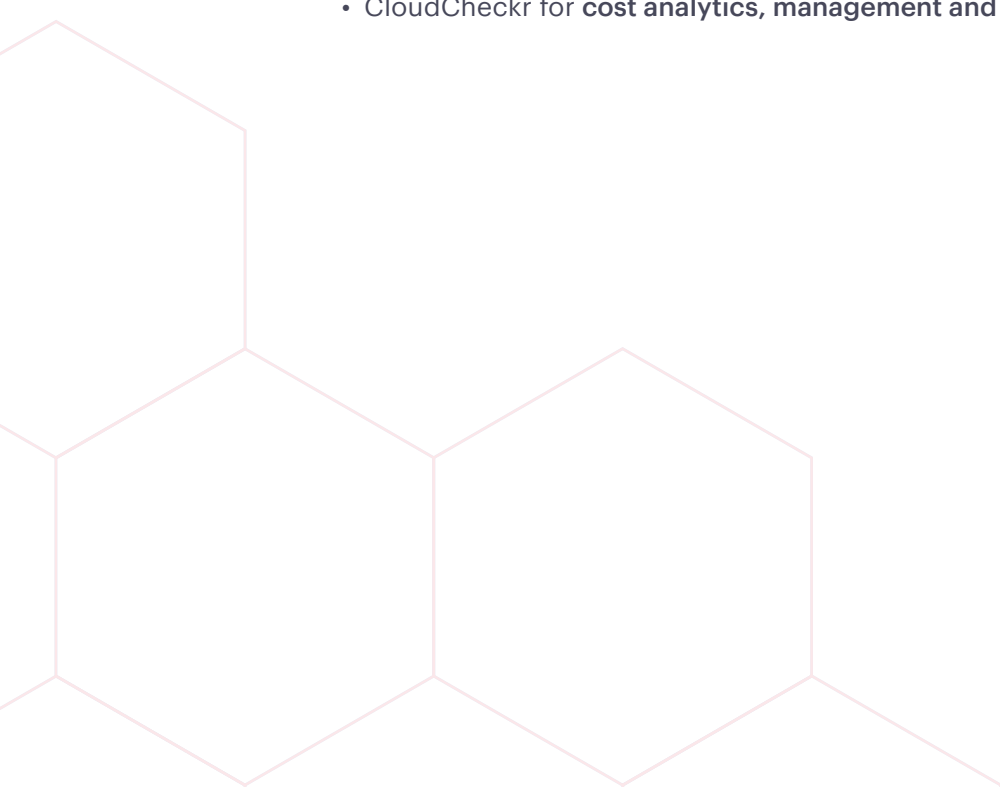
As a valued partner actively consuming Azure and/or AWS services from Ingram Micro Cloud, your access to the cost management tool is completely free. By leveraging the tool, you'll be able to save time and costs by easily monitoring cloud resource consumption with data insights and analysis on your customer's IaaS spend.

SERVICES INCLUDED

- Access to a cost management tool with a set of relevant modules;
 - Cost and expense management
 - Asset inventory management
 - Resource utilization
 - Self-healing automation
- An onboarding training session to learn how to use the cost management tool

TOOLS UTILIZED

- CloudCheckr for **cost analytics, management and optimization**



DELIVERABLES

- Access credentials to the cost management tool
- Training and enablement on the cost management modules

OUT OF SCOPE

The following are considered to be **Out of Scope** and will **not** be included in the list of activities carried out or delivered by the Cost Optimization team:

- Provide training and enablement on the cost management tool for your customers
- Grant you access to the Security and Compliance module on the cost management tool
- Receive advisory services or, best practices or recommendations on how to optimize and/or manage cost spending for customers





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).

Our expert team of certified architects will scan, assess, and analyze your customer's IaaS environment and provide detailed recommendations on how to reduce their IaaS monthly bill. You also get complimentary access to the cost management tool to pull reports, and view and analyze consumption on leading cloud infrastructure providers Microsoft Azure and Amazon Web Services (AWS).

SERVICES INCLUDED

- The Premium option is designed to help your customers understand their IaaS cost and resource allocation by:
 - Performing deep analysis on their IaaS spend
 - Capturing capacity and performance requirements
 - Aligning for cost resource allocation and budgeting
 - Defining cloud governance metrics
- At the conclusion, our architects will provide recommendations on:
 - Resource/data cleanup activities
 - Downscaling of underutilized resources
 - Infrastructure resource upgrades
 - General strategies to reduce cost and leverage diverse vendor discounts

TOOLS UTILIZED

- CloudCheckr for **cost analytics, management and optimization**

DELIVERABLES

- Access credentials to the cost management tool
- A two-week system assessment for cost optimization
- A set of system-generated reports that will provide insights on
 - Cloud cost analysis
 - Capacity planning
 - Chargeback and budgeting
 - Cloud governance
- A customer-tailored cost optimization recommendations sheet for
 - Potential resource cleanup, downgrade or upgrade.
 - Multiple future savings areas
 - Reserved Instances resizing

OUT OF SCOPE

The following are considered to be **Out of Scope** and will **not** be included in the list of activities carried out or delivered by the Cost Optimization team:

- Grant you access to the security and compliance module on the cost management tool
- Provide billing support to customers (This is a cost optimization service not a billing support service. Billing issues can be raised to the Ingram Micro Cloud Service Desk team)
- Stop, deprovision or delete resources on behalf of customers
- Deploy, upgrade or manage resources on behalf of customers
- Provide advisory and consultation services for multiple customer tenants in a single purchase (This is a one-time advisory service and valid only for one tenant)



Ingram Micro Inc.

3351 Michelson Dr #100
Irvine, CA 92612

Sales Inquiries

1.800.705.7057
laaS@ingrammicro.com

Customer Support

1.844.256.8346
IMCloudServiceDesk@cloud.im