

Arrow Enterprise Computing Solutions Renewals Service



Helping you to capitalise on opportunities

The Arrow ECS Renewals Service plays a vital role in helping you to squeeze every last drop of value out of the business you've worked hard to build.

Now, as never before, you're looking to increase margins and maximise profits. Our research shows that you fully recognise the benefits of encouraging your customers to renew their hardware and software support contracts and licences annually. Annuity revenue provides a stable and profitable revenue stream of business, especially in the current climate.

Margins on renewals are generally healthy too, if – and it's a big 'if' – you can close a renewal quickly and efficiently, without diverting your team's time. We know that our channel partners often struggle with the administrative workload that accompanies the resale of software licensing agreements and maintenance contracts.

Spending time tracking renewal dates, wading through spreadsheets and preparing quotations can dilute the potential returns and be a huge distraction of your resources.

Free of charge to all our channel partners

This is where the Arrow ECS Renewals Service comes in. It's a unique service that simplifies and manages the renewals process on your behalf. All Arrow ECS channel partners are automatically eligible to participate and there is absolutely no cost attached. All you need is an existing account with Arrow ECS.

It really is as simple as that!

Our dedicated team are highly experienced in maximising incremental services revenue throughout the IT supply chain and are focused on saving you time, and increasing your profitability. They help to maximise your revenues at minimum effort to your business and ensure hardware and software support to customers continues uninterrupted.

You've invested time and energy into growing your business. Don't let your customers drift away!

Protect and manage a valuable revenue stream

10 unbeatable reasons to use the Arrow ECS Renewals Service...

- 1 You've invested resources into winning the business – now make sure you maximise your ROI.
- 2 It's easier to retain and sell to existing customers than to win new business.
- 3 The margins on renewals business are often higher.
- 4 Arrow ECS replaces the time-consuming task of forecasting and tracking renewals with a secure, automated and streamlined process – that means more time and energy to focus on your business.
- 5 We take on all the end-to-end work of liaising with the vendors, producing the quotations and sending you this information.
- 6 It's a comprehensive service covering many of the major Arrow ECS vendor brands and supplying a single view of the status of all your support contracts.
- 7 Since our major investment in this programme, renewal rates have already soared to over 80% – be part of a tried and tested programme.
- 8 Quotes come complete with your company details – you retain full control of the relationship with your customer base.
- 9 The annual renewal provides the perfect opportunity to contact your existing customers with a view to cross-selling and up-selling.

Last but not least...

- 10 The Renewals Service is fully funded by Arrow ECS – you have nothing to lose and everything to gain.



"Arrow ECS offers the most sophisticated renewals tracking service on the market – a service that is already helping to boost revenues and increase customer loyalty. Since its creation, licence renewal rates have nearly trebled and more than 80% of licences are now renewed annually."

Steve Pearce, Managing Director
Arrow ECS United Kingdom

Watch this space!

We listen to your feedback and continually improve the Arrow ECS Renewals Service. Scheduled for this year, the next release will provide:

- An improved, more flexible reseller portal, so you can download raw data into Microsoft Excel or your own CRM system
- An upgraded reporting platform provides the key information that relates to your business and ensures you capture all the potential revenue business within your customer base

What you can expect from the Arrow ECS Renewals Service:

- Easy access to the online Arrow ECS Renewals Manager, which provides a single view in one location of all support contracts by vendor and status
- A forward view of all your potential contract business
- Proactive and automatic notification of support renewals for products purchased through Arrow ECS, with guaranteed advance notice of every renewal due
- Notifications emailed directly to you with an embedded link directly linking you back into Arrow ECS' Renewals Manager
- Help from a dedicated team of support experts, across all Arrow ECS products, with every support to maximise your annuity revenues
- Protection of renewal contracts from vendors or other competitors
- Dashboards to aid management decision-making, with a detailed analysis of your renewal business across each vendor line within the programme
- Assured seamless, continuing support for your customers

How the Renewals Service works

3 months before the contract or licence renewal date:
you receive an emailed renewal quote from the Renewals Service team for any technology purchased through Arrow ECS.

Click through to the link in the email for a ready-to-sign contract for the coming year, complete with your company details.
Forward it to your customer.

The Renewals Service team works with you to provide any additional information to help close the contract.

Keep track of your renewals business by visiting the Renewals Manager Portal regularly.

Vendors supported by the Arrow ECS Renewals Service

