



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow Enterprise Computing Solutions

One source

IT skills and services

World-leading services portfolio



Providing end-to-end IT skills and services

Arrow ECS has been successfully delivering a comprehensive portfolio of services for many years. We've proved our value time and again as a single source of technology and skills on which our partners can build their business.

Whether we're working directly with you or with your customer on your behalf, you can trust us to put your interests at the centre of everything we do and to make a personal commitment to your success. By providing people, resources and complementary skills, we help you to deliver measurable benefits to your customers, gain market share and strengthen your standing within the industry.

Support for your business

Arrow ECS Services offer pre-sales independent technical advice, a full range of services including design and implementation, customer support services and IT training. Our skills and services complement and extend your own resources while sharpening your competitive edge.

Best in class

Arrow ECS is a recognised leader in specialist IT training services and provides first-class training for both end users and channel partners. Our extensive portfolio of training services delivers accredited and bespoke training courses for most IT infrastructure solutions, as well as addressing vendor-independent IT issues.




Customer satisfaction assured

Our skilled team of industry-certified consultants, experienced instructors and dedicated Services Support team are here to support your business as and when you need us to. This flexibility means that you can grow your business at your own pace, open up new revenue streams without overstressing your own resources and rely on us to help you fix the problems that arise along the way.

State-of-the-art facilities

We have invested heavily in the creation of multiple state-of-the-art Technology Solution Centres. These provide the perfect facility for demonstrating IT infrastructure solutions in a truly heterogeneous environment. They provide our channel partners with the ability to educate and influence key customers and ultimately assist in driving incremental sales for you.

Our services team is waiting to help:

-  0870 251 7010
-  www.arrowecs.co.uk/services
-  consultancybooking@arrowecs.co.uk

Why partner with Arrow ECS for services?

Every one of the following features of Arrow ECS service delivery adds significant value to your business. Viewed as a whole, they offer a unique breadth of support that differentiates Arrow ECS in the marketplace.

- Impartial pre-sales consultancy and technical advice
- Expert design, development and project management through to implementation
- Engineering build centre, allowing minimal disruption when installing a solution
- Customer support services, offering post-sales support and technical advice
- Central resource desk for scheduling consultants, providing a rapid booking response
- Fully accredited vendor, sales and consultancy teams who deliver to the highest standards
- Bespoke and packaged service deliverables
- Superb state-of-the-art technology solution centres to showcase our vendors' latest solutions
- Recognised European leader in specialist IT training services
- Outstanding Education Centres in London, Reading, Manchester, Nottingham, Harrogate, Glasgow and Edinburgh





Complete coverage for today's IT business needs

The technical skills that underpin all Arrow ECS solutions have been consolidated into an integrated portfolio to provide a unified resource for our partners and their customers.

Pre-sales

Arrow ECS mixes best-of-breed technologies, the highest levels of accreditations and a wealth of experience to design and implement solutions on your behalf. In the fast-moving arena of IT infrastructure solutions, we can act as an extension of your own sales team by recommending, demonstrating and sourcing products or solutions to meet business objectives and requirements.

Design and implementation

Arrow ECS Services are designed to make life simple, freeing you to invest your energies and resources in building your core business. Maintaining business continuity, ensuring regulatory compliance, installing firewalls, safeguarding and enhancing network performance... whatever the requirement, Arrow ECS adds tangible business value at every stage.

Assessment services

Objective-driven assessments ensure you get just the right service that you need, whether driven by compliance, an incident, or good practice. We can offer a complete Technical Audit, covering internal and external scenarios.

Consultancy and technical support

Partnering with Arrow ECS provides access to expert technical knowledge, with market-leading services and solutions designed to improve efficiency and increase profitability. Our consultants can help your customers to extract maximum value from their current infrastructure to protect their previous investment. A prime example is achieving simpler, more cost-effective infrastructure management. We help you to reinforce your credentials as your customer's business partner, committed to helping them maximise ROI.

Service advantage

The Arrow ECS Service Advantage is the ultimate packaged services in a box. You benefit from essential consultancy, quotations and/or training services in a high value package and at a bundled, cost-effective price.

Service Advantage provides you with a number of service days. How will you allocate yours? You can choose from system health checks, design and specification, post-sales installation and configuration, accreditation training, product and solution education.

Why partner with Arrow ECS for business support services?

In today's dynamic business world, we provide consistently excellent delivery to fulfil your customers' changing needs and provide your business with dependable, long-term support.

- **Grow your business with fewer in-house technical resources**
- **Rely upon certified, experienced consultants when you need them**
- **Win new customers with our pre-sales services**
- **Deliver a complete solution to your customers including pre-sales, implementation, documentation and knowledge transfer services**

Dedicated to customer satisfaction

Over one thousand UK organisations rely on Arrow ECS for peace of mind. Their satisfaction is paramount. That's why we provide them with premium post-sales technical support through flexible, tailored support packages that meet their specific business requirements.

Customer Support Centre

Our highly skilled engineers' understanding of the underlying infrastructure and operating systems enables us to deliver the highest quality support, while the Arrow ECS Customer Support Centre is staffed with skilled technicians, on hand to resolve any technical difficulties.

One Call Support

As an Arrow ECS partner, you have a simple way to access telephone-based technical support services, for expert troubleshooting assistance – round the clock if you wish. One Call Support offers a one-stop shop for support: you will never be told to call someone else. A number of different options lets you choose the coverage that best matches your requirements.

Desktop Support Services

Desktop downtime has a serious impact on productivity. Our 24x7 Desktop Support Services provide instant access to expert support staff and timely solutions. A quick call, email, web request or chat session will provide assistance on all the major desktop operating systems, as well as traditional and virtual desktop environments. Once again, you have the flexibility to choose the option that's right for you: standard or enhanced.

Why partner with Arrow ECS for customer support services?

When a problem arises, you need immediate support. We've put the right framework of people and systems in place to provide fast, easy access to skilled professionals who can help.

- A single point of contact for all your support needs
- Reduces system downtime and increases overall reliability and productivity
- Industry-certified engineers with real-world experience
- Escalation support to vendors as needed on your behalf
- No voicemail or automated menu systems – we know the importance of a prompt, informed response and always answer the phone in person!

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Technology training for the real world

Organisations are increasingly reliant on sophisticated IT systems to drive their business forward. This growing dependence on technology means professional training has never been more critical to your business.

End-user training

Training with Arrow ECS equips IT professionals – your own and your customers' teams – with the knowledge to gain maximum return on investment in technology and eliminate the business risks of interruptions to service. Through guided hands-on practice, you'll develop the skills and knowledge to resolve real-world IT issues.

Accreditation

With training support from Arrow ECS, you'll gain the accreditations required by leading vendors. As well as being mandatory in many cases, success in achieving industry approved accreditations can bring incremental business benefits, including privileged access to the product roadmap, sales and marketing tools, special pricing arrangements, and other additional vendor support. Importantly, gaining these accreditations also demonstrates to your customers your commitment to quality.

Instructor led online training

Through a virtual classroom you can access live online learning from our expert instructors. With a packed schedule of topics delivered in three-hour bite-sized sessions, we can provide a flexible approach to learning.

The effortless way to sell training

We can provide you with a tailor-made training website, fully branded with your own corporate identity, and training collateral, completely free of charge. In offering training, you differentiate your business, keep out the competition, lock in your customers, and make attractively high margins – all with minimal effort.

Among the benefits of using the Arrow ECS Education Partner Portal are: zero upfront investment, fully branded training materials, a maintenance-free website and freedom of choice as to which vendors you promote. Your customers have easy access to a live view of IT courses and available dates by vendor and can then book online, meaning minimum effort and involvement for your team.

World-class training facilities

The setting in which you learn adds greatly to the success of the training experience. In fully equipped Arrow ECS training facilities across the country, we've created the perfect learning environment, where delegates can concentrate on acquiring and practising new skills away from the pressures of work.

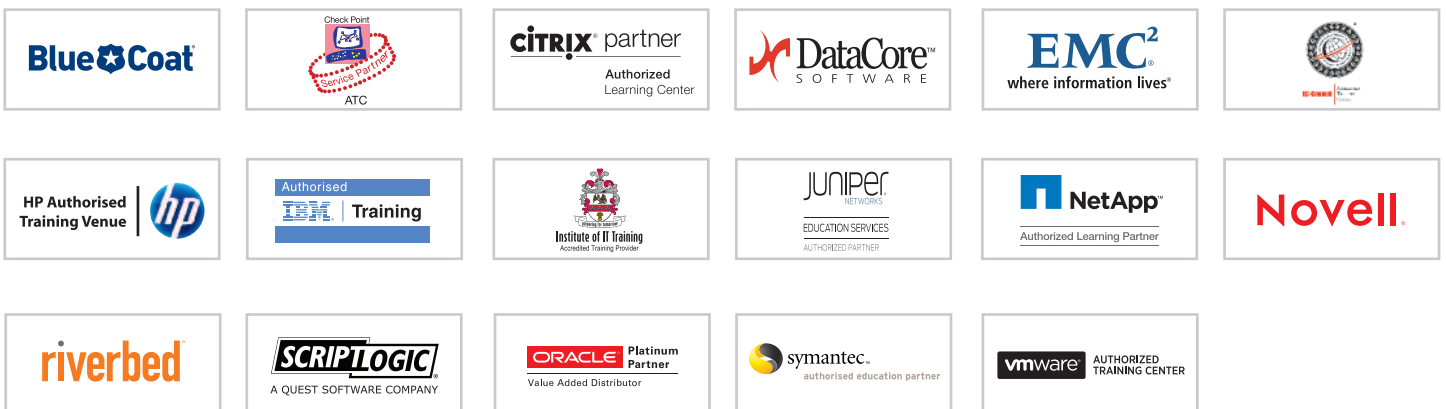
Advice on the training that's right for your business

Our training sales team can advise on the most appropriate courses, provide guidance on pre-requisite training, send out joining instructions and advise on accommodation. Specialist vendor combination workshops, closed courses and on-site training can also be tailored to individual requests.

Why partner with Arrow ECS for education services?

We've invested in every aspect of our Education Services, our people, facilities, equipment and training offering to help you to acquire essential skills for the rapidly changing technology landscape.

- Outstanding Education Centres in London, Reading, Manchester, Nottingham, Harrogate, Glasgow and Edinburgh
- State-of-the-art classrooms, with break-out areas for delegates to relax
- Comprehensive portfolio of scheduled and bespoke courses, through which 10,000 students a year acquire new skills and knowledge
- Industry awards and vendor accolades demonstrate our commitment to quality
- Access to the hardware and software equipment necessary to become fully proficient
- A breadth of approach to training and knowledge transfer that goes beyond the classroom to include instructor led online training
- Flexibility to offer on-site training
- Well established partner programme
- Regular information updates via social media including Twitter and LinkedIn



Our training team is waiting to help:

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-  trainingsales@arrowecs.co.uk



About Arrow ECS

Arrow ECS is an information technology distributor specialising in providing end-to-end IT infrastructure solutions including data storage, servers, enterprise software, network security, unified communications and virtualisation. Working with our channel partners, we optimise the efficiency with which organisations can store, manage, protect and deploy their data, equipping them with secure access to business-critical information any time, from any location, on any device.

Our deep technical understanding is reinforced by strong business relationships and continually monitoring rapidly changing IT markets for the latest product advances and emerging technologies. Through close alliances with the world's leading IT vendors, we deliver innovative solutions, complemented by an impressive portfolio of expert professional services and IT training.

With over 25 successful years in the IT industry, we have the skills and experience to support our channel partners from initial consultation, planning and design, through engineering build to implementation. In doing so, we enable our partners to deliver even more value to increase their customers' competitive edge.

Arrow Enterprise Computing Solutions (ECS) is a business segment of Arrow Electronics Inc. More details are available at www.arrowecs.co.uk



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