

One source: IT skills and services

Arrow ECS has been successfully delivering a comprehensive portfolio of Services for many years and is your single source of technology, skills and services.



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow ECS Services

Expert, dependable advice

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.

- Impartial pre-sales consultancy and technical advice
- Fully accredited vendor, sales and consultancy teams
- Expert design, development and project management
- Bespoke or packaged service deliverables
- Engineering build centre to test prior to installing a solution
- Central resource desk for scheduling consultants

Why partner with Arrow ECS Services?

- 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

For more information on our portfolio of IT skills and services, please email consultancybooking@arrowecs.co.uk or visit www.arrowecs.co.uk/services

Arrow ECS Training Services

Optimise your investment

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.

- Comprehensive portfolio of scheduled and bespoke courses
- Outstanding Education Centres in London, Reading, Manchester, Nottingham, Harrogate, Glasgow and Edinburgh with state-of-the-art classrooms
- Industry awards and vendor accolades demonstrate our commitment to quality
- Access to the hardware and software equipment necessary to become fully proficient
- Instructor led online training
- Flexibility to offer on-site training
- Well established partner programme
- Regular information updates via social media including Twitter and LinkedIn

For our latest course schedule, availability and pricing, please email trainingsales@arrowecs.co.uk or visit www.arrowecs.co.uk/training

Arrow ECS Customer Services

Customer satisfaction assured

Arrow ECS provides premium post-sales technical support through flexible, tailored support packages that meet specific business requirements.

Arrow ECS' Customer Support Centre is staffed with highly skilled technicians, on hand to resolve any technical difficulties. Our One Call Support offers a simple way to access telephone-based technical support services, for expert troubleshooting assistance – round the clock if you wish and our 24x7 Desktop Support Services provide instant access to expert support staff and timely solutions.

- A single point of contact for all your support needs offering post-sales support and advice
- Flexible, tailored support packages to meet business requirements and productivity
- Industry-certified engineers with real-world experience
- Common Service Desk (CSD) across operational and support teams
- Escalation support to vendors as needed on your behalf
- Ability to deliver to high service levels, with rapid response to calls
- No voicemail or automated menu systems – we know the importance of a prompt, informed response and always answer the phone in person!

To contact our Customer Support Centre, please call us on **0870 366 8533**. For all other technical support and advice, please email consultancybooking@arrowecs.co.uk

Arrow ECS Technology Solution Centres

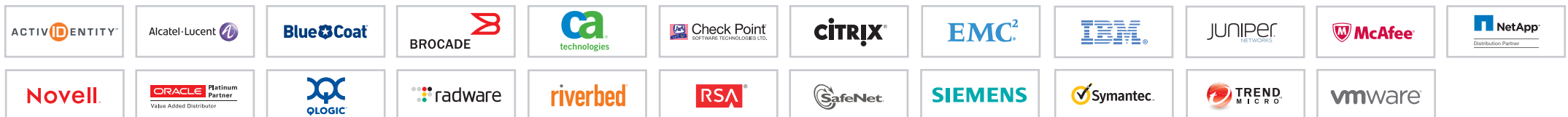
Test, evaluate and decide

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 Technology Solution Centres are the largest of their kind in the UK and can be used for:

- Benchmarking and performance testing
- Evaluating a solution
- System testing and validation
- Hands-on technical training
- Proof of design concepts
- Reseller hosted customer demonstrations
- Solution development and design

Our latest addition to our Technology Solution Centres is our Royal Exchange facility, which has four technology solution centres containing end to end IT infrastructure solutions integrated on EMC, Oracle, NetApp and IBM solutions.

To book a consultant or to organise a demonstration, please email consultancybooking@arrowecs.co.uk



Arrow ECS: Skills matrix

Vendor	Pre-Sales	Consultancy	Training	One Call Support	Arrow ECS Support Contract
ActivIdentity	✓	✓			
Alcatel-Lucent	✓	✓	✓		
Blue Coat	✓	✓	✓	✓	✓
Brocade	✓	✓	Vendor		
Computer Associates	✓	✓	Vendor	✓	
Check Point	✓	✓	✓		✓
Citrix	✓	✓	✓	✓	
EMC	✓	✓	Vendor		
IBM	✓	✓	✓		
Juniper	✓	✓	✓		
McAfee	Arrow ECS and Vendor	Arrow ECS and Vendor	Arrow ECS and Vendor	✓	
NetApp	✓	✓	✓		
Novell	✓	Arrow ECS and Vendor		✓	
Qlogic	✓	✓	Vendor		
Radware	✓	✓	Vendor	✓	
Riverbed	✓	✓	Arrow ECS and Vendor		✓
RSA	✓	✓	Vendor	✓	
SafeNet	✓	Arrow ECS and Vendor	Vendor		
Siemens	✓	Arrow ECS and Vendor	✓		
Oracle Hardware	✓	✓	Vendor		
Symantec	✓	✓	Arrow ECS and Vendor		
Trend Micro	✓	✓			✓
VMware	✓	✓	✓	✓	

Arrow ECS Service Advantage Packaged Services and Training

Arrow ECS Service Advantage is a services solution in a box that offers you a high value package at a bundled, cost-effective price. Service Advantage provides you with a number of service days which can be utilised for all your services needs whilst giving you overall flexibility.

The service days can be used for system health checks, design and specification, post sales installation and configuration, accreditation training, product and solution education plus many other offerings.

So what do you get?

In the Service Advantage* box you will receive one or more of the following:

- 10 Days Services Consultancy across the Arrow ECS Portfolio at £650 a day (RRP £1000 including expenses)
- 10 Days Training across the Arrow ECS delivered portfolio of courses OR 5 Days
- NetApp Training at a cost of £1950
- 10 Quotation Services on all products within the Arrow ECS portfolio (4 hour SLA)

Call us now and take advantage today!

For further details, please call your Arrow ECS Account Manager on **0800 983 2525** or visit www.arrowecs.co.uk/Services/Service-Advantage

* Terms and Conditions apply.