

ARROW
CAPITAL SOLUTIONS
SERVICES



Client Investment for Better Business Success

Businesses of all sizes utilize their cash on hand in order to grow their workforce, market to their customer base, or make infrastructure additions. Arrow Capital Solutions (ACS) provides businesses another resource of funds allowing them to use their available cash to invest in other parts of their business.

Why Arrow Capital?

- > Flexible & customizable payment structures
- > Terms ranging from 12 Month to 60 months on monthly, quarterly, or annual basis
- > Creative repayment structures. Deferred start or scaled increasing/decreasing payments. We align to the budget needs of a client
- > Full solution financing (client can add products from other sources)
- > ACS funds full deal up front and does the invoicing and collecting from client
 - Improves cash flow and reduces admin responsibilities
 - Palo Alto Networks Sales Rep recognizes full revenue of the deal at ship
- > 100% software/services financing available
- > Installment payments, PO Only, and public sector options

Gail Fitton

Business Development Manager
Arrow Capital Solutions

In Person

+44(0)7950 888 620

Via Email

gail.fitton@arrow.com

Viola Koss

Financial Solutions
Sales Support Specialist UK

In Person

+44(0)1423 519459

Via Email

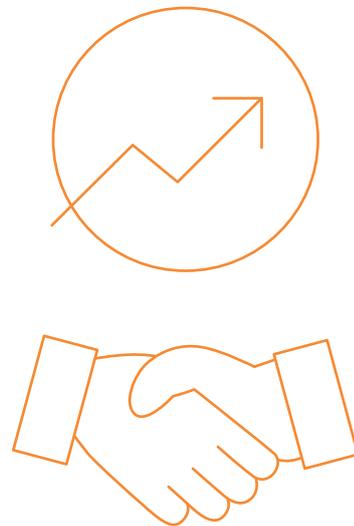
violetta.koss@arrow.com

Key words to listen for from prospective clients

- > Budget is constrained
- > Price is too high
- > Inquiring about extended terms
- > Would rather pay as license is consumed instead of up-front
- > Customer wants to delay purchase

Suggested questions to bring the subject of financing to the table

- > Direct is always best. Does your company finance their IT acquisitions?
- > Palo Alto Networks has options available if you'd like to see a planning quote
- > Is this solution being covered from existing budgets or would you like to see financing options with your product quote?
- > Would you be interested in seeing a payment play that aligns to your coverage term?



Use financing as a “perk” to incent business:

- > As an example let's say you have you have a £290K solution and a client only has a budget of £250K. Instead of slicing £40K from your margins keep more of your GP and offer the solution with 3 equal payments.
- > ACS funds full amount up front and will invoice the client annually
 - Cost to Palo Alto Networks to show “0%” financing: £19198.30 (you save over £20K in margin vs cash)
 - Client sees 3 payments of £96,666.66

Residual Values – Hardware only

For hardware we can include a “residual value “ assume 13%
13% of the cost of the equipment is deferred to the end of the agreement
Customer can ask for Fair Market Value price at the end of the agreement
Alternatively they can walk away and give the kit back and not pay anything
This reduces the monthly rental by 13% which makes your quotation more interesting and competitive

Arrow Value Recovery

Arrow Value Recovery are an Arrow business where we specialise in working with our resellers and customers to help offer a full solution

- Asset Recovery
- Asset Reuse
- Asset Security
- Asset Finance

We are the worlds leading provider of IT asset recovery services

Arrow Value Recovery handle over 9 million units per year, including 2 million at our UK facility

Working with businesses and government organisations to help minimize the costs and maximize the value of their used IT Technology .

Equipment resold to 79 countries by a sales force which speaks 19 languages

355,000 square foot UK operation facility

Over 300 security cleared staff

AVR UK return over £21,000,000 to our customers every year

Services provided in 125 countries.



Deferred Rentals

In cases where the customer cannot commit to the solution today a deferred rental lets you

Offer the customer the option to “Buy now , Pay Later”

We can defer the rentals up to 6 months

Additional Credit

If you are buying the solution from Arrow ECS then using ACS can allow you an extra credit line.

All Arrow ECS deals funded via are not included in your trade credit allowance with Arrow

Always Put Information with your quote confirming you offer finance

Sell the solution on a monthly cost not your sale price.

Think about when you buy your car £24,000 or £245.00 per month – which is the most attractive to you?

How Does it Work - Process?

Quotation

To provide a finance quote we need the following information for a Quote

Cost price

Period of agreement from 12-60 months

Profile – Monthly , Quarterly, Half Yearly, Annual or bespoke

This is just an indication of price you can send to your customer.

Proposal

If your customer is happy with the pricing and wants to continue down the finance route we need to get credit approval

Information required for this :-

Entity the customer wants to enter into the agreement

Company reg number

We will assume the figures are the same as the quote we sent you unless you tell us otherwise.

Customer Approved

- > Client would need to be credit approved and sign a financing agreement with Arrow Capital (ACS)
- > When the client cuts the purchase order they will identify ACS as the “invoice to”
- > ACS provides your channel partner an order letter that serves as a promise to pay the invoice to client
- > The order is processed business as usual through distribution
- > Once the products have been accepted by the client ACS will fund the deal
- > Funding typically occurs within 5-7 days of product acceptance
- > Arrow Capital Solutions will then invoice and collect from the end client over the agreed terms
- > Arrow Capital Solutions offer an additional “credit” to resellers using finance (do not have to use the trade credit they have with Arrow)
- > Once the deal has gone live with ACS there are no “financial “risks to the reseller or vendor
- > Arrow Market Invoice – allows reseller short term funding to overcome large deals using their invoices to use as collateral from 1 to 3 months.

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Best Practices:

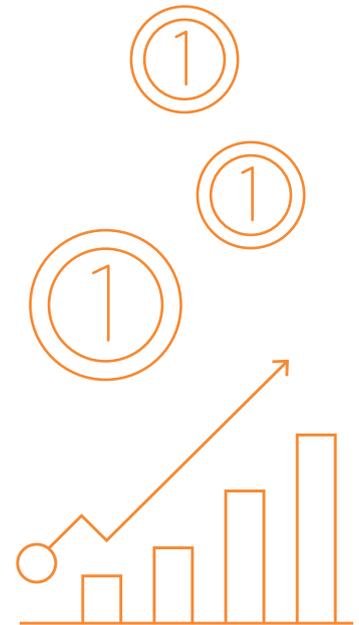
- > ACS reps are happy to get on a call with your customer and typically see an increased close rate when we do – you don't have to be the finance experts, leverage our team to have that discussion.
- > Position financing early in the sales cycle helps ensure a smooth process. Simply asking a client if they'd like to see options gets the ball rolling. Often times a client would have no idea that you can help them with the payment piece as well
- > Planning quotes can be turned around in 2 business hours or less. Credit approval can be same day occasionally we need further information but will advise same day also
- > With approved credit financing documents can be turned around in 3 hours or less.
- > Don't run out of time in your sales cycle by waiting until the last minute. Engage early!

How to get Started:

- > Reach out to the Arrow Capital Solutions team, (details at the top of this document) with your deal information for a custom financing quote. It couldn't be easier!



Arrow Electronics, Inc.
Enterprise Computing Solutions
Nidderdale House
Beckwith Knowle
Otley Road
Harrogate
HG3 1SA



In Person

0800 983 2525

Call to talk or set up a face-to-face meeting with one of our representatives.

Harrogate Office

01423 519000

London Office

020 7786 3400

Via Email

info.ecs.uk@arrow.com

Email us for answers to questions or to start a conversation.

Online

www.arrowecs.co.uk
