

Meraki MSPaaS Bundle Managed Services



*This service is part of a Meraki MSPaaS OPEX bundle and not eligible to be sold as a stand-alone service.
For Meraki Managed services please see the Meraki MS Service Brief for information and pricing.*

Introduction

In today's fast-paced business environment, maintaining an efficient IT infrastructure is crucial but challenging due to escalating costs and the rapid evolution of technology. Organizations are increasingly seeking external managed services to enhance their IT operations. These services not only monitor and optimize IT infrastructure but also liberate internal IT teams, allowing them to focus on strategic initiatives rather than routine maintenance.

Given the swift pace of technological advancements, many providers struggle to keep up with the necessary skills to support complex customer solutions. Partnering with Ingram Micro offers a solution to this challenge. Our managed services are a fusion of top-tier expertise, efficient processes, and advanced tools, ensuring comprehensive technical support across the diverse technologies within your customers' IT ecosystems."

Packaged Specialized Services

To streamline the selling process for resellers, Ingram Micro offers a range of Meraki Managed Services. These services are specifically tailored to support Meraki technology solutions and can be seamlessly integrated into a comprehensive managed service package or used to enhance a reseller's existing offerings.

Our Meraki services are structured with predefined features and components that align with the needs of most customers, enabling resellers to effortlessly bundle a managed service option with their Meraki solution sales. For instances where a more tailored approach is needed, our specialized Meraki services can serve as a foundational base, adaptable to meet specific customer requirements and solutions.

With Ingram Micro's Meraki Managed Services, resellers can assure their clients that their IT environments are managed and supported by expert hands, combining the best of Meraki's innovative technology with Ingram Micro's proven service expertise.

Benefits

- Improved visibility into customer environment
- Scalability
- Reduced costs
- New Margin opportunities
- Proactive management of IT systems
- Improved Insight and analytics
- Enhanced integration with Cisco services
- Streamlined support

Devices Covered

Included	Excluded
<ul style="list-style-type: none">• MX• MS• MR• MG• MV• MT	<i>Devices purchased outside of the MSPaaS bundle</i>

Contact Us

Please contact Ingram Micro Services to handle your service registration submissions, quote requests, product info or custom statements of work. Ingram Micro Services can be reached at USServices@ingrammicro.com or by phone at (800) 456-8000, ext. 76094.

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Pricing

- Pricing is per device per month.
- Billing is not prorated.
- Device count billing changes will be affected in the following months billing.

Pricing			
SKU	Vendor Part No.	Description	MSRP
KY6523	IMS-MERAKI-MSPAAS	Monthly Managed Services	\$110.00

Example: Three (3) devices would be a Quantity **108** of **KY6523** (Qty. 36 for each device covered.).

Service Detail

A managed service operating 24x7x365 on your behalf to manage and monitor your customer's Meraki network. The service is designed to provide the expertise to ensure these solutions are working for the customer to resolve their business challenges. Day to day management is conducted with the addition of pro-active service components which include capacity management and regular proactive checks to ensure that the systems are operating within expected parameters and identify issues before failure.

Service Description	Included
MONITORING	
24x7x365 Monitoring	✓
Standard Alerts – Availability, Fault, Basic Performance	✓
Custom Alerts	✓
Customer portal	✓
SOFTWARE & CONFIGURATION MANAGEMENT	
Maintain Software to Vendor	✓
Configuration Back-Up Management	✓
Bug Fixes	✓
CHANGE MANAGEMENT	
Change Tracking Tickets	✓
Change Implementation	✓
Configuration Management	✓
Monthly Reports	✓
INCIDENT & PROBLEM MANAGEMENT	
Incident Management Ticket Creation	✓
Incident/Problem Resolution Oversight	✓
Manage Vendor Support Escalation	✓
Facilitate NOC-to-Site activities	✓
Resolution Responsibility	✓
Escalation	✓
Remote Support	✓

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Services RACI

R	Responsible	Assigned to complete the task or deliverable.
A	Accountable	Has final decision-making authority and accountability for completion. Only 1 per task.
C	Consulted	An adviser, stakeholder, or subject matter expert who is consulted before a decision or action.
I	Informed	Must be informed after a decision or action.

Category	Ingram Micro	Reseller/Customer
MONITORING		
24x7x365 Monitoring	R,A	
Alert Management	R,A	
Customer Portal Management	R,A	
Ingram Support tools and platforms	R,A	
Customer Generated Outages	I	R,A
SOFTWARE AND CONFIGURATION MANAGEMENT		
Maintain Software of Supported Devices	R,A	I
Configuration Back-Up Management	R,A	
Patching and Bug Fixes	R,A	I
Configuration changes	R,A	C,I
CHANGE MANAGEMENT		
Change Ticket Generation	I	R,A
Change Implementation	R,A	I
Configuration Management	R,A	I
Monthly Reports	R,A	I
Quarterly Reports	R,A	I
INCIDENT AND PROBLEM MANAGEMENT		
Incident Management Ticket Creation	R,A	I
Incident/Problem Resolution Oversight	R,A	I
Manage Vendor Support Escalation	R,A	I
Facilitate NOC-to-Site activities	R,A	I,C
Resolution Responsibility	R,A	I
RMA	R,A	I
Onsite Activities		
Technician Deployment	I	R,A
Installation/Removal	I	R,A
Physical Troubleshooting	I	R,A
Technical Troubleshooting	I,C	R,A

All Services shall be offered and sold subject to [Ingram Micro's Professional Services Terms and Conditions](#).

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