

Introduction

Organizations face the ever-present challenge of keeping their IT infrastructure running at optimal levels of performance, while managing rising costs to achieve this goal. Add to that the evolution of technologies that need to be implemented and maintained to remain competitive and it all means that adopting a go-it-alone in-house strategy carries significant risk.

As a result, businesses are increasingly looking for outside support in the form of managed services to help monitor, manage, and optimize their IT infrastructure, freeing up valuable internal IT resources to focus on strategic IT projects. Due to the pace of technology change, some resellers might not have the appropriate skills to support their customers' solutions.

By working with Ingram Micro, you can improve your core offering to end user customers. We provide managed services that combine the best people, processes, and tools, lending technical expertise across all the myriad technologies your customers' infrastructures contain.

Packaged Specialized Services

Cisco Meraki now manages two million active networks worldwide with the most intuitive networking solution on the market. Meraki technology offers cloud-based location and traffic analytics, application visibility, and bandwidth load balancing to reduce outages, making troubleshooting more efficient. And with Cisco Meraki Full Stack Networking Services, you can rest assured that your Meraki stack is continuously optimized for capability, security, and performance.

Reseller Benefits through Ingram Micro

- Device Count is at reseller level.
- Comprehensive white-glove managed service
- Margin opportunity for IT providers
- Proactive and responsive management of IT systems
- Agility to scale the managed IT solution.
- Recurring revenue streams
- Ease of service roll-out

How can Ingram Micro support you with Managed Services?

Acting as a seamless extension to your team, Ingram Micro provides Managed Services for Meraki devices which combine the best people, processes, and technology, lending technical expertise across all the myriad technologies your customers' infrastructures contain.

To make managed services easier for resellers to sell, Ingram Micro has packaged specialized managed services for Meraki which are designed to support specific technology solutions and can be purchased either as part of a holistic managed service offering or used to easily augment a reseller's own offering. These services are designed around fixed sets of features and components that match the requirements of the vast majority of customers allowing the reseller to bundle a managed SKU with the sale of a solution.

Where a reseller requires a more customized solution then the Specialized service can be used as the foundation for a customized service description, delivering a service based on the customer's solution and requirements. With Ingram Micro's managed services, you can relax knowing that the support and management of your customers' IT environments is in the best hands.

Services Detail

A managed service operating 24x7x365 on your behalf to proactively managing and monitoring your customer's network and systems. The Meraki Managed service is designed to provide the expertise to ensure these solutions are working for the customer to resolve their business challenges. Day to day monitoring is conducted as well as 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.

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.

Meraki Managed Services



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/Custom
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

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.

02.15.2024

Onboarding

Onboarding is the process of transitioning non-monitored systems to monitored systems. Data is gathered about the covered devices, escalation and alerts needed. SLAs are reviewed and the systems integrated into the managed services portfolio.

Duration

Service terms are a 12-month minimum. Extended service contracts are available.

Pricing

- Device count is based on total devices, not devices in a single category.
- Tier pricing is based on reseller total device count not end-customer device count. This allows resellers to set their pricing based on a larger volume and achieve greater discounts by reaching larger device tiers easier.
- The following table provides a monthly pricing breakdown per device within the available support tiers.
- Services are billed monthly on the first business day of the month.
- Services are not prorated and changes to device counts will be reflected in the following months invoicing.

Meraki managed services are tiered by Class of devices.

- Access Points and Sensors
- Cameras and Cellular
- Gateways and Switches

MSRP			
Device Count	APS & Sensors	Cameras, Cellular	Gateways & Switches
100	\$19.50	\$58.50	\$117.00
250	\$17.55	\$52.65	\$105.30
500	\$15.60	\$46.80	\$93.60
1000	\$13.65	\$40.95	\$83.85
2000	\$11.70	\$35.10	\$74.10
3000	\$9.75	\$31.20	\$66.30
4000	\$7.80	\$27.30	\$58.50
10000	\$5.85	\$23.40	\$52.65

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

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.

02.15.2024