ARROW | Enterprise Computing Solutions
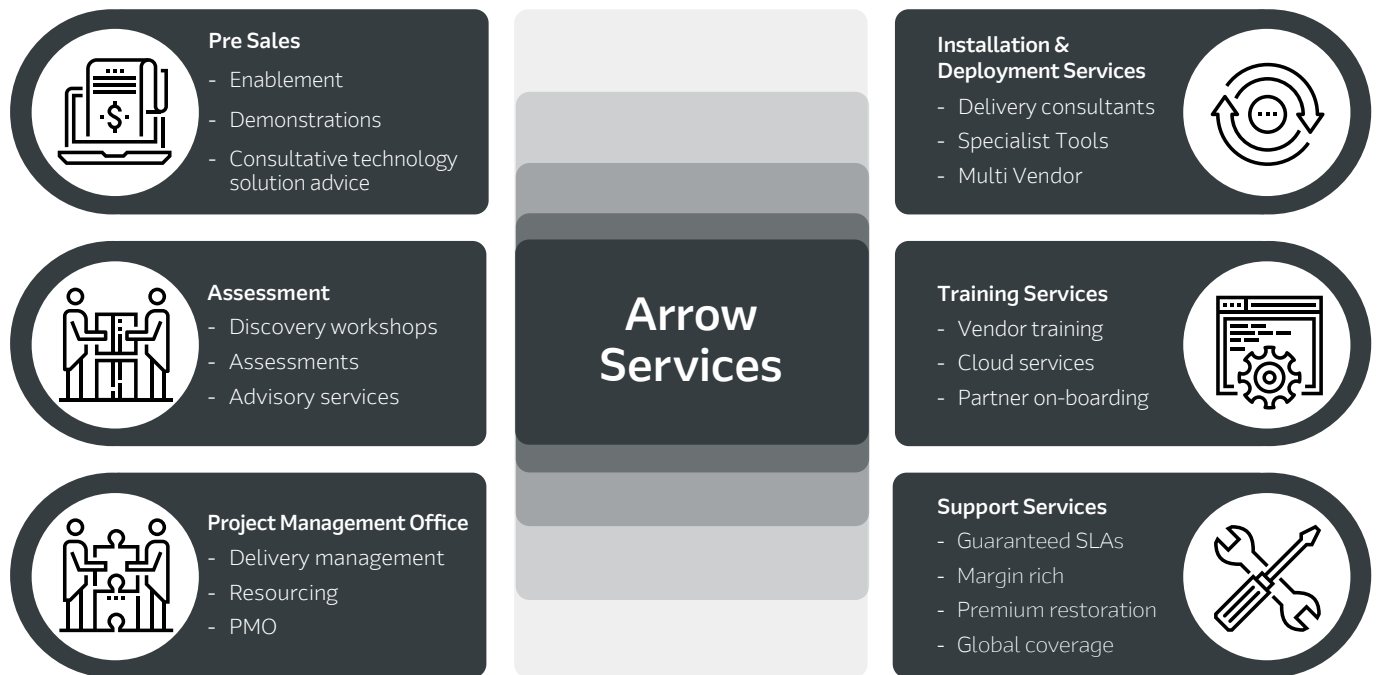
Five Years Out

arrow.com/ecs

Arrow services, helping you to add value and deliver quality

Accredited to the highest levels, our teams can support you from initial consultation through post-implementation and beyond.

Working with Arrow as your services partner will enable your business to thrive by fulfilling customer requirements beyond the initial purchase of a technology solution. In today's complex IT market, the ability to service customers on an on-going basis has become the norm, cementing a provider's relevance to their client's business. Being able to refer to multiple stakeholders for input into informed decisions about business-enabling

technology implementations is the hallmark of truly transformative partnerships. Arrow's breadth of capability will ensure that solutions required by your customers can be realised under one umbrella – your business; while leveraging Arrow's Authorised Partner Programme (AAPP).

Arrow's global footprint enables us to galvanise existing, innovative and emerging technology partners to offer a wide spectrum of capability. From global scale to deep, focused expertise, we can enhance your go-to-market strategy by ensuring you have access to the right skills, despite ever-changing customer requirements.

Pre Sales
- Enablement
- Demonstrations
- Consultative technology solution advice

Assessment
- Discovery workshops
- Assessments
- Advisory services

Project Management Office
- Delivery management
- Resourcing
- PMO

Arrow Services

Installation & Deployment Services
- Delivery consultants
- Specialist Tools
- Multi Vendor

Training Services
- Vendor training
- Cloud services
- Partner on-boarding

Support Services
- Guaranteed SLAs
- Margin rich
- Premium restoration
- Global coverage

The Arrow Services Offering

Pre-sales

Arrow can enable and support pre-sales engagements, advise on appropriate technology paths and platforms to suit the strategy and then demonstrate a variety of options. Our skilled pre-sales team can then offer advice to help select the solution most suited to the business need.

Assessment

Discovery workshops that facilitate baseline benchmarking in order to assess current state and determine optimised changes are available through our assessment and advisory services. This includes administering assessment software if applicable. Highly expert team available to support across the entire technology landscape.

Project Management Office (PMO)

Arrow PMO can facilitate resourcing and delivery management. This includes the full project lifecycle from initiation, through planning and then resourcing execution. In addition to managing multiple project stakeholders and the budget through each project and phase of works.

Installation and deployment services

Experienced delivery professionals equipped with specialist tools to help with bringing the strategies to life. Across multiple vendors, installation and deployment services are managed through the full project lifecycle.

Training Services

With over 5000 courses available for both end-users and channel partners, Arrow can help prepare technology professionals for operational competence as well as vendor certification.

Support Services

Leverage Arrow's highly experienced and certified staff and partners for local support on a global scale that includes, but not limited to hardware break-fix, underscored by excellent and measurable customer satisfaction. Industry leading SLAs offered and a truly customer-first approach to delivery.

"Arrow's global footprint enables us to galvanise existing, innovative and emerging technology partners to offer a wide spectrum of capability."

Why do you need a Services partner?

Those committed to developing home-grown expertise need to consider the broad mix of potential customer requirements, the cost and time required to maintain the skill-base and capacity to meet foreseeable demand. Similarly, other circumstances like vacation, sickness or unexpected project delays will regularly test your delivery practices.

Whatever approach to Services you've taken, we've built a rich set of capabilities and a depth of resource that's hard to beat. Whether you want expertise to draw on in place of your own, or a reliable source to complement your in-house skills, we promise accessible, reliable and cost-effective services.

Arrow Services are delivered by Arrow experts and Arrow Authorised Program Partners who know the solutions you're delivering inside and out.

- Expert, accredited resources readily available

- All services are unified with the multi-vendor technologies you already source from us

- Time and cost savings can be made delivering complex solutions

- We pose no competitive threat to your business

"Using third party personnel can sometimes seem risky, but we have come to view Arrow as an extension of our own team and have the confidence they will represent themselves as such to our valued customers."

Why do your customers need Services?

Often, if your customer is not buying services from you then they are buying them from someone else. This creates competitive threats and potential lost sales. For end customers, reliability and quality is crucial, especially when new solutions are deployed.

High quality and reliable support services and professional services offer peace of mind. Unclear of the services options available, many end customers approach vendors directly, bypassing partners, who then miss out on enormous revenue possibilities.

We offer an alternative to vendor services and enable partners and customers to stay involved, realising greater value and a full understanding of their clients' projects and technology advancements.

"When we need a specific skillset with high quality and prompt service for our customers, we always call Arrow. The team are knowledgeable and helpful and the consultants very experienced. A recent internal project hadn't gone to plan for a customer, they asked if we could help them. By including the support of the Arrow team, the project became a success – thank you all at Arrow!"
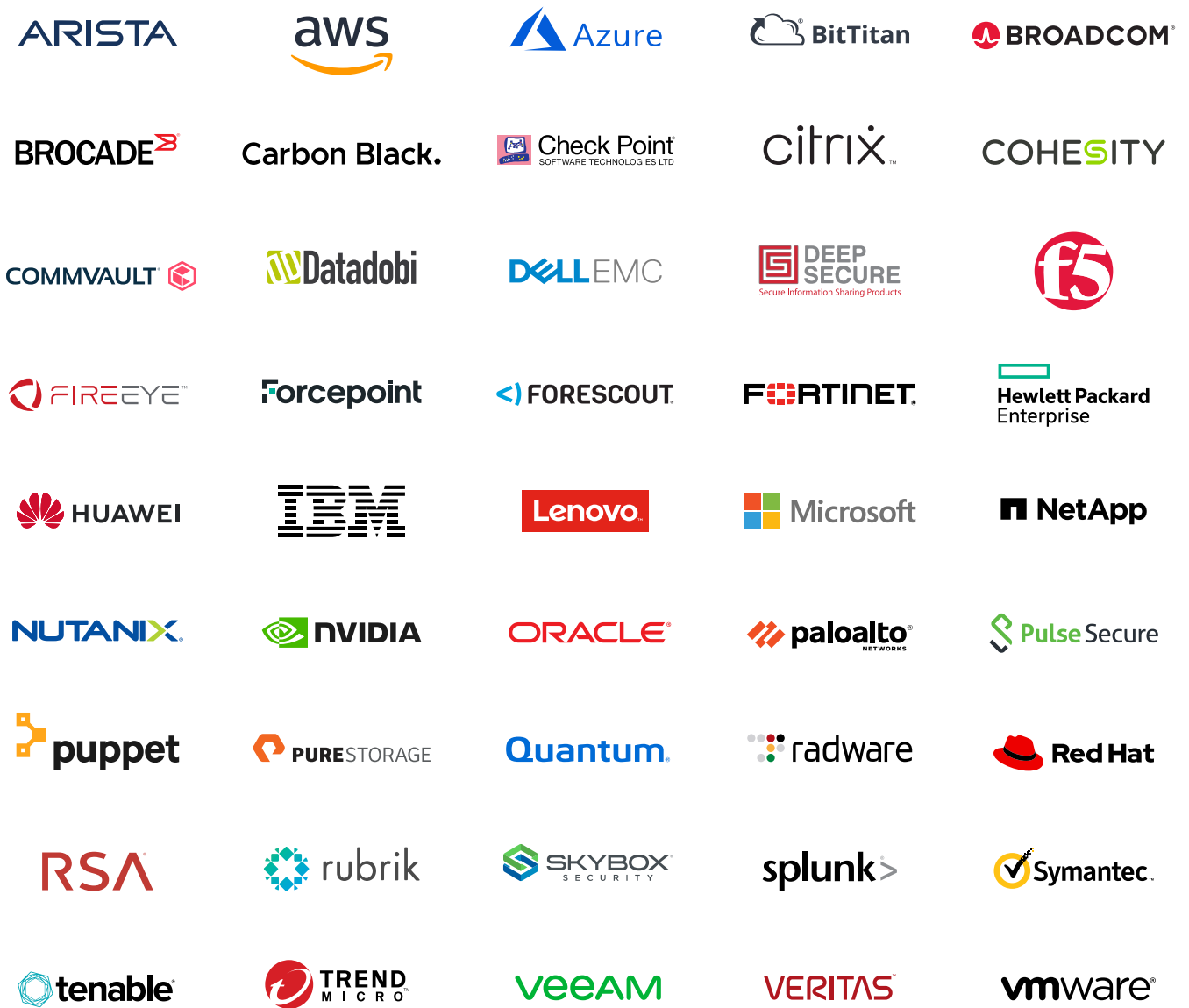
Why is Arrow best placed to help you with providing Support Services to your customers?

- Equally accredited to the vendor and therefore able to offer like-for-like or better support

- Highly reliable and more cost effective support services than vendor support contracts

- Impressive SLAs and support offered round the clock with global coverage

- Comprised of a team of highly experienced, multi-vendor accredited engineers

- Solid reputation for exceptional customer service and high quality support

Arrow Brokerage Service

The Arrow Brokerage Service is a key differentiator for Arrow, as it enables partners to deliver solutions to multiple, international locations whilst reducing complexity. The Arrow Brokerage services team are international logistics experts that can help guide partners (and end customers) through a myriad of international business processes. Arrow Brokerage utilises a vast network of global legal, tax, trade compliance and transportation resources to quickly help you get the answers and solutions that you need.

Arrow Technology Vendor Partnerships*

ARISTA · aws · Azure · BitTitan · BROADCOM

BROCADE · Carbon Black. · Check Point SOFTWARE TECHNOLOGIES LTD · citrix · COHESITY

COMMVAULT · Datadobi · DELL EMC · DEEP SECURE Secure Information Sharing Products · f5

FIREEYE · Forcepoint · FORESCOUT · FORTINET · Hewlett Packard Enterprise

HUAWEI · IBM · Lenovo · Microsoft · NetApp

NUTANIX · NVIDIA · ORACLE · paloalto NETWORKS · Pulse Secure

puppet · PURESTORAGE · Quantum · radware · Red Hat

RSA · rubrik · SKYBOX SECURITY · splunk> · Symantec

tenable · TREND MICRO · veeAM · VERITAS · vmware

* Vendors and partners are regularly being added to our portfolio. Contact your Arrow account manager if you have a particular vendor need.

For more information

To find out more information contact your Arrow representative
or send an email to: **ecsanz.channelservices@arrow.com**

Professional Services Skills coverage

A	B	C	D	E	F	G
Arista	**BitTitan**	Carbon Black	DataDobi	Ekahau	**F5**	Github
Aruba	BlackBerry	Centrify	Dell EMC	**Extreme Networks**	FireEye	Google
Avaya	**Broadcom**	Checkpoint	**Druva**		Forcepoint	**Gigamon**
AWS	Brocade	Cisco			Fortigate	
Azure		Citrix			Fortinet	
AlgoSec		Cohesity			Forescout	
AppviewX		CommVault			Fujitsu	
		CyberArk				

H	I	J	K	L	M	N
Hitachi	IBM	Juniper	–	Lenovo	McAfee	**NetApp**
HPE	Intune			Linux	Meraki	Netskope
Hyper-V	iOS				**Microsoft**	**Nimble**
					Microsoft 365	Nutanix
					Dynamics	NVIDIA
					Mimecast	

O	P	Q	R	S	T	U
Office 365	**Palo Alto Networks**	Qualys	Radware	SecureAuth	Tenable	Unify
OKTA	Pulse Secure	Quantum	RedHat	Sharepoint	Terraform	
Open Source	Puppet		RSA	Silverpeak	**Trend Micro**	
OneDrive	**Pure Storage**		Rubrik	Skybox	Trustwave	
Oracle			Rukus	Solarwinds		
			Riverbed	SonicWall		
			Ribbon	Sophos		
				Splunk		
				SQL		
				Symantec		

V	W	X	Y	Z	Others
Veeam	Watchguard	–	–	Zscaler	Pen Testing
Veritas					IT Asset Disposition (ITAD)
VMware					Assessments
					Health checks
					Smart hands
					Third Party Maintenance (TPM)
					Multi-Vendor Support (MVS)

This is not an exhaustive list of vendors and is being added to regularly. If you do not see the service or Vendor you are looking for listed please get in touch.

*BOLD indicates Vendors on Arrow's line card in the ANZ region

Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.

In Person
1300 673 506 (AU)

0800 32 22 55 (NZ)
Call to talk or set up a face-to-face meeting with one of our knowledgeable representatives.

Via Email
ecsanz.channelservices@arrow.com
Email us for answers to questions or to start a conversation.

Online
arrow.com/ecs/au/services
Visit our site for everything from the latest news to line card information.

ARROW
Five Years Out

Arrow Electronics, Inc.
Enterprise Computing Solutions
Unit 6/39 Herbert Street
St Leonards
NSW
2065