Ingram Micro Beograd

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IMAGINE NEXT.

INGRAM MICRO ADVANCED SOLUTIONS

Agenda:

- **Početak profesionalne karijere i izazovi pred mladim inženjerom**
- **IT „ekosistem“ – šta je IT distribucija i pozicioniranje na tržištu**
- **Ingram Micro kao globalni distributer IT opreme i rešenja**
- **Ingram Micro Beograd – centar tehničke ekspertize**
- **Inženjerski izazovi & Ingram Micro mogućnosti**

Početak profesionalne karijere....šta i kako dalje?

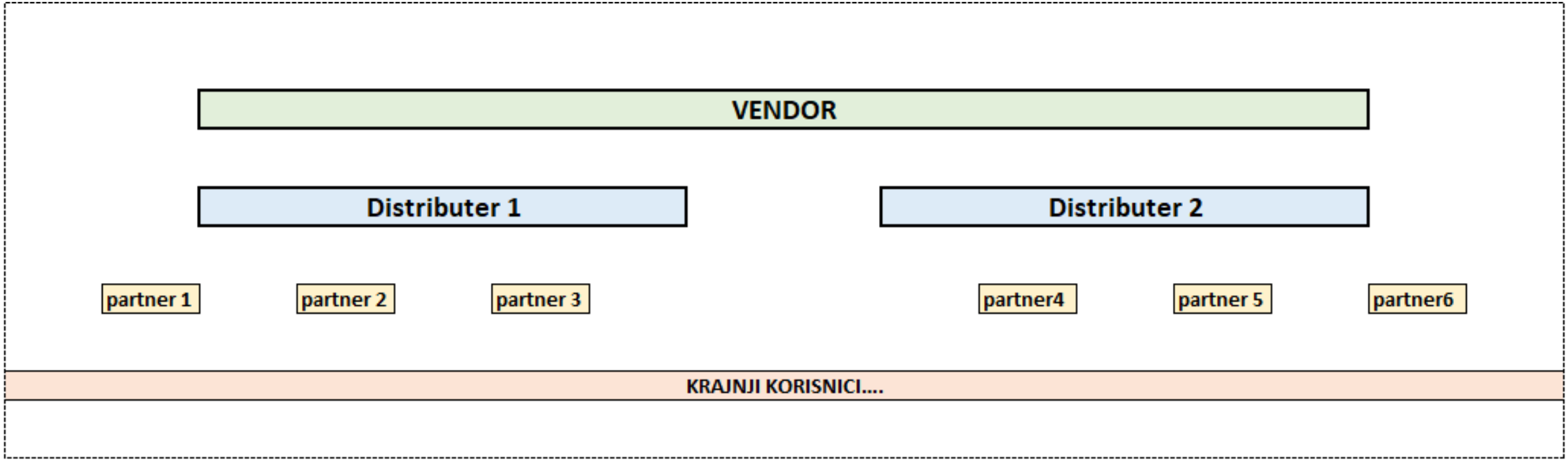
- **Problemi:**
  - Čime zaista želim da se profesionalno bavim?
  - Šta očekujem od posla?
  - Gde vidim sebe za 5,10... godina?
- **Rešenje (?):**
  - Definisati profesionalne ciljeve (kratkoročne i dugoročne)
  - Definisati prioritete
  - Razumeti poslovno okruženje, firme koje se bave tehnologijama od interesa i njihovo uklapanje u definisane ciljeve i prioritete

IT tržište i pozicioniranje IT kompanija na tržištu

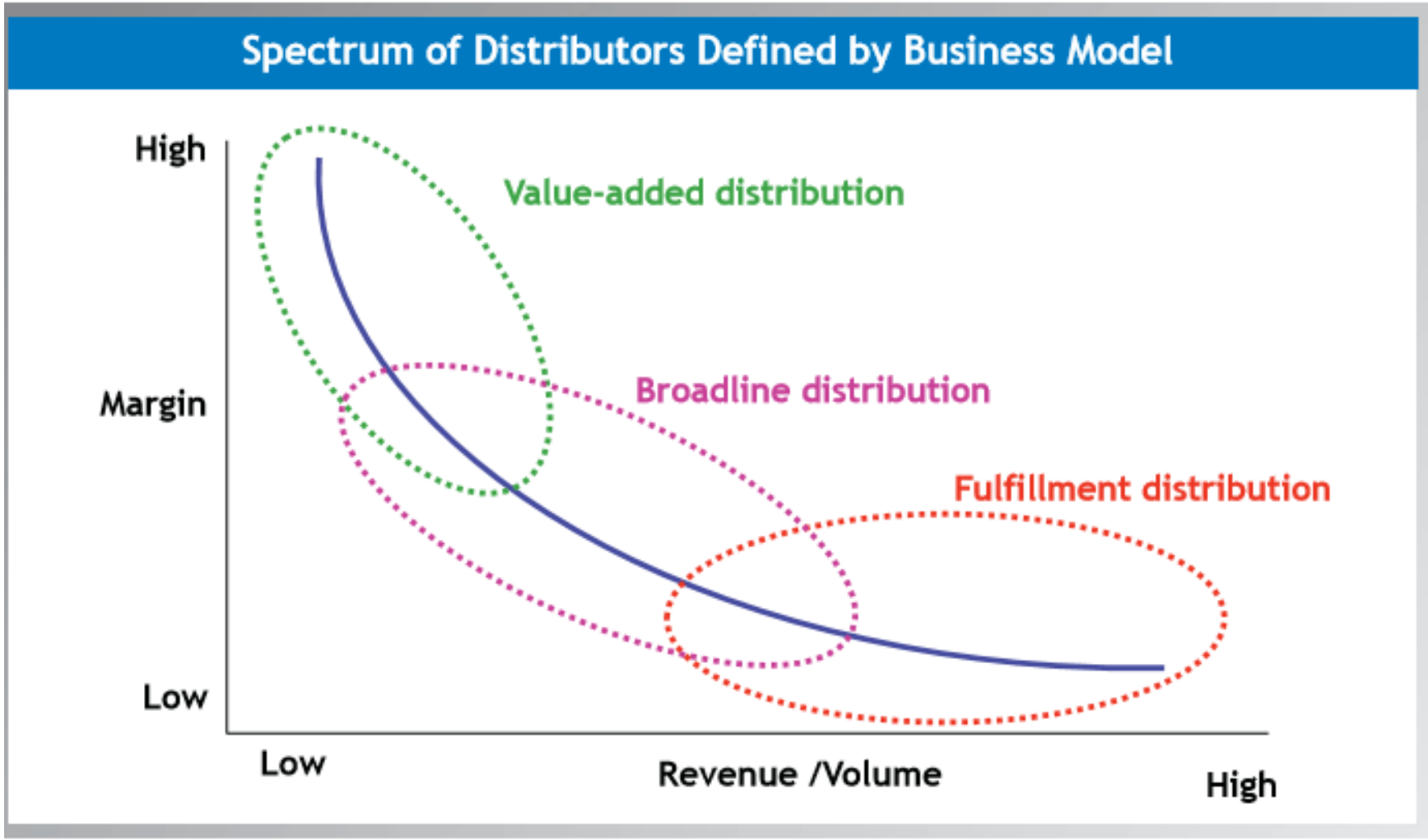
- Šta je vendor (proizvođač opreme ili softvera): Cisco, Microsoft, IBM, HP, Huawei, RedHat.....
- Šta je krajnji korisnik: Telekom Srbije, SBB, Mocart kladionice, Deleze, RAF....Hleb & kifle
- Šta je IT partner?
- Šta je IT distributer?

....i šta je svima njima zajedničko (sa stanovišta zapošljavanja tehničkog osoblja): neophodni su im inženjeri koji će se baviti tehničkim rešenjima

Pozicioniranje distributera na tržištu



Tipovi IT distribucije

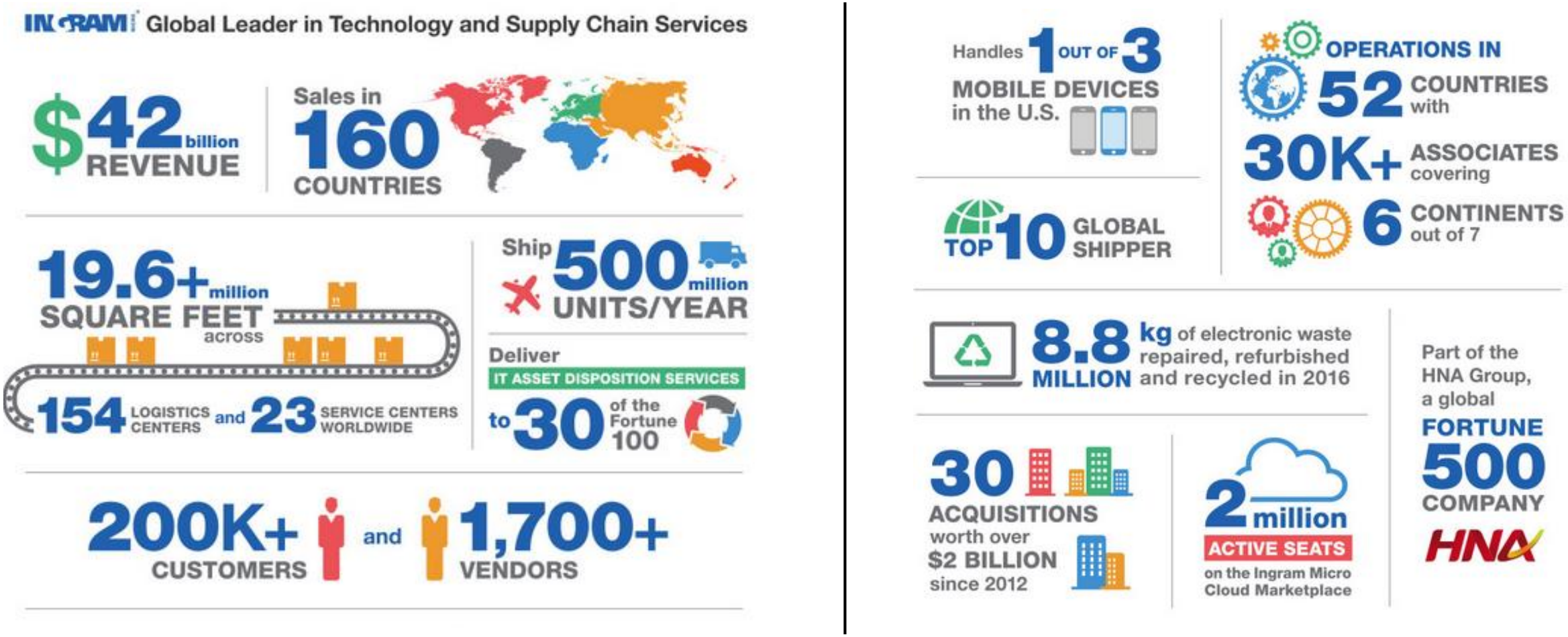


Uloga Value Add IT distributera

1. Tradicionalna uloga distributera:
   - Konsolidacija prisustva proizvođača opreme na tržištu
   - Logistička podrška vendoru
   - Marketinška podrška vendoru
   - Market & Business inteligence
   - Finansijska podrška partnerima
   - Edukacija/trening centri za određena tehnička rešenja

2. Value Add komponenta – tehnička podrška u kompletnom prodajnom ciklusu:
   - Tehnička ekspertiza
   - Presales aktivnosti
   - Postsales aktivnosti: implementacije i (održavanje) opreme

Ingram Micro Worldwide



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Why Services?

Why Ingram Micro Services?

- Services carry a higher margin and provides re-occurring revenue streams
- Builds end user loyality rather than transactional engagements
- Selling services and solutions will lead to greater HW and SW sales.

- Allows our VAR's to offer an extended porfolio with little investment which creates greater value to your end customer and makes the VAR's we work with to be more competitive. Broaden your share of wallet at the end customer
- Multi-national and mult-lingual ability
- Safe, reliable, repeatable services that supports the channel not competes with it.

Leader in Technology & Technical Services

Over 400 individual certifications held

Over 20 vendor technologies supported

Over 10,000 Training days per year delivered across more than 20 vendors

1500+ VAR's supported

20,000 end users we deliver services to through VAR community

In excess of 600 Technical engineering, consulting and support staff employed by Ingram Micro

Multi ISO accreditations held across multi countries

On average 30% YoY services growth

Ingram Micro inženjerske aktivnosti

Maintenance Services
Offering a range of break fix contracts across multiple vendors with a variety of SLA's

Professional Services
Delivery of vendor agnostic solutions that include but not limited to Discovery, Design, Deploy, Troubleshooting

Managed Services
Providing a modular approach for VAR's to consume specific managed services to extend their own Managed Services portfolio

Training and Education
With an extensive training schedule offering authorised vendor training services both remotely and on-site .

Pre-sales
Assistance to provide a qualifcation call, scope of works & proposals. Engagement is with the VAR and or their end users to help drive business

Bill of materials support
Production of multi vendor BOM's where the client requirements are already known.

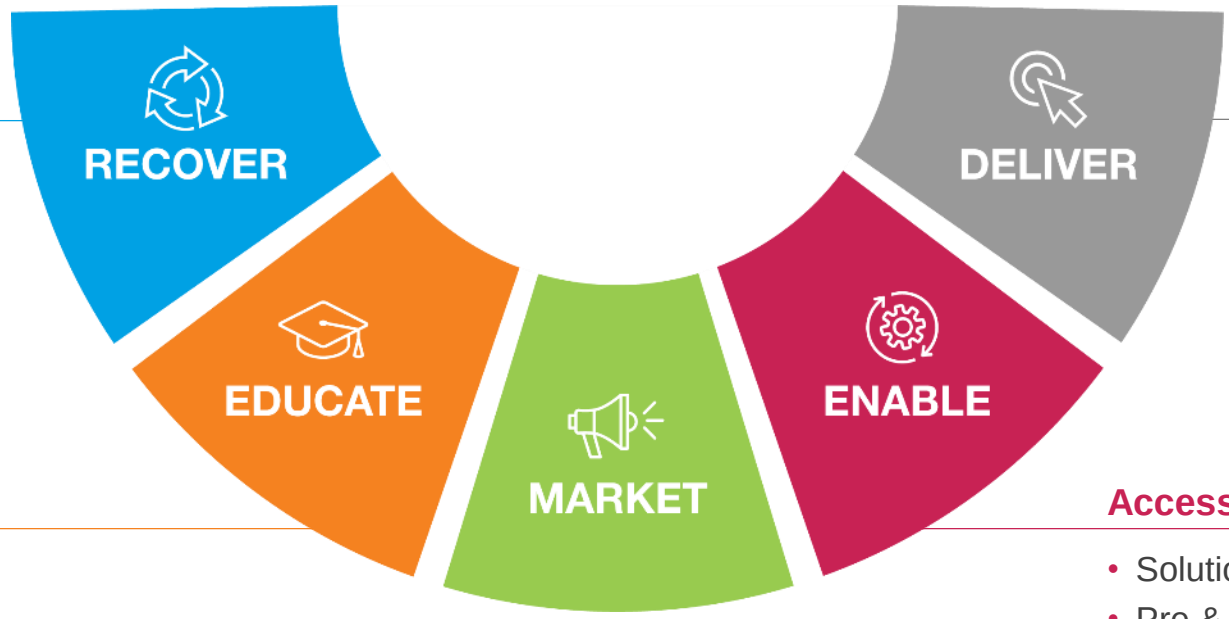
Enablement, Education and Experience
To enable the VAR community with GTM services marketing and education of their sales team through our service design team

Project Management Services
Qualified ITIL, Prince 2 and Agile project coordinators and Project Managers

The CoE Network offers one-stop for all customer needs

Vital Link to Recovering

- Data Availability Expertise
- DR Solutions Architecture Support
- Training



Services delivery

- Assessments
- Penetration Tests
- Post Sales Support
- Implementation
- Consultation
- Application Scans

Building Competency

- Sales & technical training
- Solution/POC Labs
- Consulting
- New Technology Insights and Expertise
- Compliance

Enhance reach and generate demand

- Technical Overviews/White Papers
- Online Tools
- Solution/Product Positioning
- Pre-Sales support
- On-site and remote assessment

Access solutions and services

- Solution & Product portfolio Expertise
- Pre & Post Technical support services
- Professional Services
- SOC & MSSP Services

Ingram Micro – globalni centri ekspertize

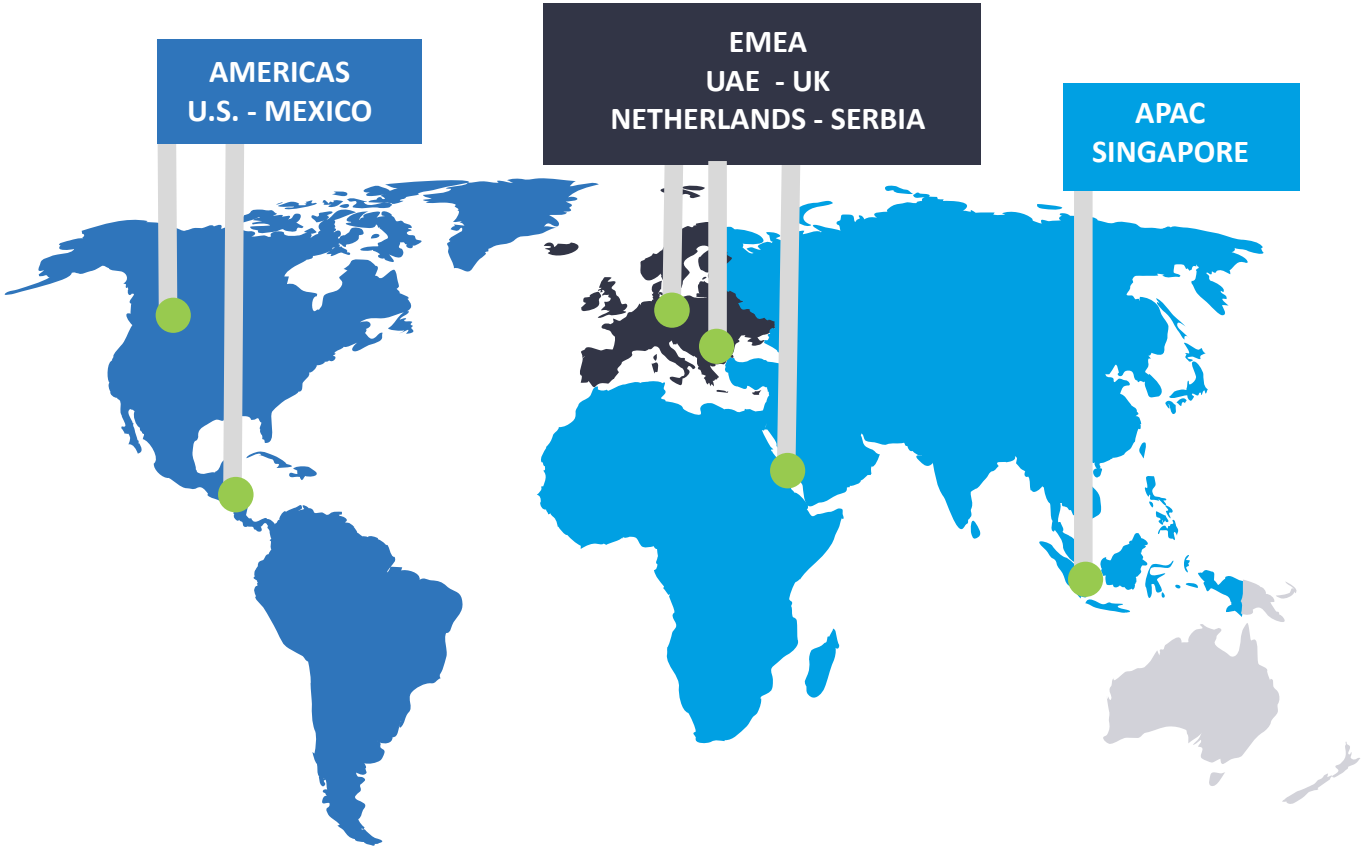
Strong Technology Portfolio

Cisco, HP, VMware, Microsoft, Azure, AWS, IBM, EMC, Checkpoint....

Presales, Consultancy, Authorized & Customized Trainings, PoC…

Integration + Implementation + Post-Sales Support

Ingram COEs Worldwide



Available services across EMEA today

- Cisco pre and post sales
- RedHat pre and post sales
- Azure pre and post sales
- APC presales services
- Fortinet pre and post sales services
- Checkpoint pre and post sales
- Veeam pre and post sales
- Vmware pre and post sales
- HPE Aruba pre and post sales
- Managed Aruba and Cisco in the Benelux

- Authorised training centres
- Customised training services
- On-line training portal
- Break fix maintenance on a number of vendors in a number of countries
- CPE, Desktop, Laptop deployments

Ingram Micro Belgrade Center of Excellence – focus on vendor based services

- **Vendor based services - Full scope of presales and postsales services (* - more details on the next slide):**
  - Creating optimal estimate based od assessment and accepted solution design
  - Preparing HLD and LLD documentation;
  - Preparing BoM
  - RfI
  - Proof-of-concept / demonstration;
  - Configuration & Implementation

Ingram Micro – vendor skills matrix

Vendor	Presales	Postsales	Remote
Cisco	Yes	Yes	Yes
Azure	Yes	Yes	Yes
Microsoft	Yes	Yes	Yes
Checkpoint	Yes	Yes	Yes
VMware	Yes	Yes	Yes
Veeam	Yes	Yes	Yes
Veritas Netbackup	Yes	Yes	Yes
Dell/EMC	Yes	Yes	Yes
HDS	Yes	Yes	Yes
Avaya	Yes	no	Yes
Kaspersky*	Yes	Yes	Yes
Citrix Networking portfolio	Yes	Yes	Yes

Vendor	Presales	Postsales	Remote
Radware	Yes	Yes	Yes
AlienVault	Yes		Yes
AlgoSec	Yes	no	Yes
IPSwitch Secure File Transfer	Yes	Yes	Yes
IPSwitch monitoring	Yes	No	Yes
APC	Yes	Yes	Yes
Uipath	Yes	Yes	Yes
RedHat	Yes	Yes	Yes
Thycotic	Yes	Yes	Yes
Axis	Yes	no	No
Milestone	Yes	no	No
Linux	Yes	Yes	Yes
Project management (PMP methodology)	NA	Yes	Yes
Cyber Security consulting	Yes	NA	Yes, but not recommended

Scope Of Professional Services 1/2

Presales support:

- Analyzing requirements;
- Assessment of the current technical solutions
- Architectural Services
- Creating optimal estimate (technical specifications) based od assessment and accepted solution design;
- Preparing HLD and LLD documentation;
- Proof-of-concept / demonstration;
- Education / Training;

Internal private Cloud for PoC, Training labs for students (no cost hiring external labs) & employee's on-hand Training

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Scope Of Professional Services 2/2

Post sales support:

- Implementation & Configuration
- Project management
- Troubleshooting
- Incident management
- Problem management
- Firmware upgrades
- Monitoring & Management services (* *not deployed yet)*
- Escalation to the vendor

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Ingram Micro Belgrade Center of Excellence – Training Center

- **Authorized Training center**
  - Checkpoint (locally employed IM instructor)
  - Kaspersky (locally employed IM instructor)
  - Veeam (locally employed IM instructor)
  - Veritas (locally employed IM instructor)
  - IBM (outsourcing instructor)
  - Oracle (outsourcing instructor)
  - Vmware (in the pipeline, wit locally employed instructor)
- **Customized Training Center**
  - Cisco
  - RedHat
- **Pearson VUE Authorized Testing Center**
- **Local cloud environment for training labs, demo, PoC…**

Ingram Micro CoE Belgrade – global activities

1) Microsoft Azure – supporting DACH &CEE region
2) Cisco – supporting EMEA since March 2019
3) Cybersecurity CoE in CEE since 2019
4) RedHat CoE from June 2020
5) APC CoE Europe from October 2020
6) UIPath CoE – starting February 2021
7) VMware support – pilot case for IM Germany

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Ingram Micro CoE Belgrade –certifications 1/2

Microsoft

Microsoft Certified Solution Expert (MCSE)

2 x MCSE: Cloud Platform & Infrastructure

2 x MCSE: Server Infrastructure

Microsoft Certified Solutions Associate (MCSA)

2 x MCSA: Cloud Platform

1 x MCSA: Office 365

2 x MCSA: Server 2016

2 x MCSA: Server 2012

2 x MCSA: Server 2008

Microsoft Specialist

3 x Architecting Microsoft Azure Solutions

3 x Implementing Microsoft Azure Infrastructure Solutions

Microsoft Certified Trainer

1 x MCT

Cisco

Cisco Certified Internetwork Expert (CCIE)

1 x CCIE Routing & Switching
1 x CCIE SP

Cisco Certified Network Professional (CCNP)

4 x CCNP Security

2 x CCNP Data Center

4 x CCNP Routing & Switching

Cisco Certified Design Professional (CCDP)

2 x CCDP

VMware

VMware Certified Advanced Professional (VCAP)

2 x VCAP6 Data Center Virtualization Deployment

2 x VCAP6.5 Data Center Virtualization Design

VMware Certified Professional (VCP)

3 x VCP6 Data Center Virtualization

3 x VCP6 Network Virtualization

VMware Certified Associate (VCA)

1 x VCA: Cloud

1 x VCA: Workforce Mobility

1 x VCA: Data Center Virtualization

Veeam

Veeam Certified Engineer

3 x VMCE v9

Veeam Certified Trainer

1 x VMCT v9

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Ingram Micro CoE Belgrade –certifications 1/2

Check Point

Check Point Certified Master

1 x CCSM

Check Point Certified Security Expert (CCSE)

3 x CCSE

Check Point Certified Security Admin (CCSA)

3 x CCSA

Checkpoint certified instructor

Radware

1 x Radware DDoS specialist

1 x Radware ADC specialist

Citrix

1 x Citrix Netscaler

1 x Citrix XenMobile Solutions

DELL EMC

EMC Platform Engineer VNX

1 x EMCPE

EMC Implementation Engineer VNX

1 x EMCIE

EMC Technology Architect VNX

1 x EMCTA

Hitachi Data Systems

Data Systems Qualified Professional

2 x HDSQP: VSP G200 to VSP G800 storage installation
2 x Presales Data Infrastructure Foundation
2 x Presales Data Inteligence Foundation

AVAYA

1 x APSS – Avaya Contact Center Solution for IP Office

1 x APSS – Avaya Midmarket Solutions

Vendor non-specific

Project Management Institute

1 x PMP: Project Management Professional

AXELOS

1 x ITILv3 Foundation

$(ISC)^2$

1 x CISSP: Certified Information Systems Security Professional – in the pi
from Q2 2021

RSA

RSA enVision Certified System Engineer

Red Hat

1 x RHCVA – Red Hat Certified Virtuelization Administrator

1 x RHCSA – Red Hat Certified System Administrator
1 x RHCJA – Red Hat Certified Jboss Administrator

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Ingram Micro Beograd & RAF saradnja

1. Profesionalne prakse i treninzi vođeni od strane naših istruktora
   - Cisco
   - Checkpoiint
   - VMware
   - Veeam
   - Veritas
   - Kaspersky
   - .....

2. Najuspešnijim polaznicima mogućnost dobijanja opšte prihvaćenih sertifikata u IT industriji (CCNA, CCSA, VMCE....)

3. Mogućnost zaposlenja u kompaniji IngramMicro – trenutno otvorena pozicija za Cisco inzenjera

4. Kontakti za sva pitanja/prijave: katarina.bucan@ingrammicro.com; igor.urosevic@ingrammicro.com

PITANJA?