



3351 Michelson Drive, Suite 100  
Irvine, CA 92612-0697

March 18, 2020

Dear Valued Ingram Micro Partner,

Now, more than ever, we want to assure you that your Ingram Micro team is doing everything possible to support your efforts globally and locally.

### **Your Business, Health and Safety is our Priority**

In addition to the health, wellbeing and safety of our associates, your business and safety is our top priority. As such, we have Business Continuity Management Programs (BCP) and Emergency Action Plans (EAP) in place per ISO certification. Daily calls allow us to evaluate the current status of communities and facilities around the world to ensure the health and safety of our associates, and be proactive with your needs. While some offices are closed following local ordinances, we are operating with work from home (WFH) processes and our warehouses are functional, practicing safe standards. Below is a detailed list of the actions taken to support you at this time:

- **Field sales teams** are proactively calling partners to understand their individual needs, prioritize orders for new laptops and other remote devices, sourcing refurbished systems, as well as connecting them with subject-matter-experts for remote work, security and other Unified Communications solutions.
- **Inventory levels** are being managed carefully with fair allocation of products across our distribution network, and especially for high demand products such as VPN, UCaaS, cameras, laptops and other remote gear.
- **Email is the best way** to contact your sales teams and our [Ingram Micro Online](#) website is also constantly updated and ready for 24x7 support.
- **Solution bundles** are available for remote and work from home (WFH), Cloud, IoT, virtual desktops, hybrid and software-defined computing, as well as critical cyber security solutions. Ask your Ingram Micro representative for more details.
- **Credit representatives are standing by** and proactively calling partners to discuss financial services and credit options – leasing programs for products, financing for Cloud and Managed Services, and programs that consolidate products and services into single invoices with increased credit capacity, such as Direct Express Complete.
- **Fees are being temporarily waived** with most of our financial programs.
- **Trust X Alliance and SMB Alliance communities are supporting one another** with Managed Services, Cloud and on-premise solutions.
- **Virtual training and events are underway** on a variety of technical solutions and partner support needs.

## **Take Care and Watch for Fraudulent Business Practices**

Last thing, stay vigilant on fraudulent business practices and Phishing attacks. Unfortunately, bad actors are taking advantage of the situation created by the COVID-19 situation. Check emails and orders carefully and watch for any red flags. And if it does not seem right, pick up the phone and give us a call.

Let us know how we can help you and your colleagues during this unprecedented time. We will continue to keep the lines of communication open, and we appreciate your patience as we all adjust to new and temporary work processes.

Warmest Regards,

A handwritten signature in black ink, appearing to read "Kirk".

Kirk Robinson  
Senior Vice President, U.S. Chief Country Executive  
Ingram Micro Inc.