



INGRAM MICRO SECURITY

Cybersecurity for Asia Pacific

Cybersecurity Optimization Services (CSOS)

New launch! Embark on a superior client experience with market-leading
Day 2 optimization services for complex cybersecurity solutions

In today's rapidly changing business environment, implementing and managing cybersecurity solutions can be challenging as the enterprise environment continues to evolve with the emergence of new technologies and increased cybersecurity risks and threats.

Maximise the efficiency and effectiveness of your total security program (people, process, and technology), by ensuring that security investments are measured, monitored, and optimised continuously from a risk- and threat-informed perspective. With real performance data, senior security leaders can make sound decisions to improve their organisation's cybersecurity posture and increase ROI by harnessing CSOS.



Common Challenges for Vendors and Resellers



Lack of a reliable partner to provide quality Day 2 support to focus on maintaining, monitoring and optimizing the solutions



Rapid changing cyber climate resulting in unoptimized solutions leading to end users' dissatisfaction



End users' poor ROI perception leading to displacement of existing solutions to competitors



How CSOS Will Address Them and Value-Add to Your Business

1

Increased focus on technology capability on products and solutions distributed by Ingram Micro

5

Proactive customer advocacy and close collaboration on integration, leading to shorter sales cycle and upsell opportunities

2

Extended OPEX cybersecurity expertise

6

Optimization of solutions which results in less churn with improved retention and renewal

3

Up-to-date knowledge of end user environment and challenges

7

Ongoing up-to-date product support

4

Improved onboarding experience with Customer Success Management

8

Reliable partner to provide ongoing aftersales support and escalation

Different Tiers For Different Needs

Bronze	4 Hours 8x5 Office Hours (Remote) Up to 1 Product Support From 5 Credits	Silver	4 Hours 8x5 Office Hours (Remote) 8 Hours 8x5 Office Hours (Onsite) Up to 2 Product Support From 10 Credits
Gold	2 Hours 8x5 Office Hours (Remote) 4 Hours 8x5 Office Hours (Onsite) 4 Hours 24x7 (Remote) Up to 3 Product Support From 20 Credits	Platinum	2 Hours 8x5 Office Hours (Remote) 2 Hours 8x5 Office Hours (Onsite) 4 Hours 24x7 (Remote) 8 Hours 24x7 (Onsite) Up to 6 Product Support From 40 Credits

Note: 1 credit refers to 1 man-day (i.e. 8 hours) • Top up for additional credits are available • Terms and conditions apply

Contact us at cybersecurityAPAC@ingrammicro.com

Ingram Micro Cybersecurity Consulting & Services for APAC

Ingram Micro offers cybersecurity consulting and professional services on industry leading cybersecurity vendors from around the world.

Our broad range of in-house cybersecurity knowledge and deep industry expertise allow us to develop next-gen cybersecurity services to protect your business, from end to end. Our cybersecurity experts will work with you to find the right balance of services and technologies to help you manage risk while supporting your business innovation and digital transformation.



Advisory Services

- Strategic Consulting
- Technical Consulting
- Security Awareness
- Project Management Office



Architecture & Incubation Services

- Architecture Design
- Proof Of Value
- Executive Experience



Build & Technical Services

- Deployment & Installation of Complex Security Solutions
- Health Check



Optimization & Support Services

- Cybersecurity Optimization Services
- Operations Management
- Incident Response