



# Support Services by Arrow ECS

The Value of Our Support Services...



# Value Proposition.

Time is a critical metric in business. Disruption of your network or cloud services costs time and can pose a serious threat to operations and the end-user experience.

Service downtime is not only inefficient but can be costly and negatively impact your reputation. A reliable support services team can mitigate the risk and bring you peace of mind. Arrow's enterprise computing solutions business delivers leading support services across the European marketplace.

## **Comprehensive, international support delivered with urgency**

With a global footprint, and unmatched experience and expertise, Arrow has a unique ability to deliver custom, local support services across Europe. Take advantage of our capabilities and minimise disruption to your business so you can focus on your core industry and expertise.

### **Highlights**

- Nearly 20 years providing support services to thousands of customers across Europe
- Your one-stop-shop for support services needs
- Easy access to our highly certified support engineers through phone, email and MyPortal ticketing web system
- Vendor alignment and cross-vendor expertise enables highly flexible services and solutions
- Support in local language; our multilingual engineers provide a more tailored international experience
- Reseller and optional end-user support
- Unlimited case volume
- Comprehensive technical advising and installation support
- Best-in-class advanced replacement times
- Uncomplicated RMA processing on hardware support contracts
- Exceptional coverage: 4-hour SLA possible all over the EU *(SLAs may vary for islands and remote locations)*



# Arrow Support Services offer you the ideal protection of your infrastructure.

You can feel confident in Arrow Services as our team of engineers have many years accumulated experience. They are highly accredited across our vendor portfolios and solution practices and are available to offer services and support for you and your customers at very competitive rates.

With Arrow Support Services we give you the option of a flexible, proven service so that you can concentrate fully on your core business.

## We have the Complete Offerings.

We offer full range of services from designing solutions, configuring and implementing new technology, optimising your customers' investments in technology and providing support contracts that provide equal, or in many cases better value and quality support than the vendors, especially in a mixed vendor environment.



# Where Arrow offers Support.

Our Arrow support engineers are continually keeping their certifications up-to-date and adding new certificates as new products are being released so we can offer the highest level of service possible.

Arrow is your one-stop-shop for all your service needs – why work with multiple vendors for your support when you can work with just one?

If your company isn’t certified to offer support services, let Arrow be your extension to your end-user customers and maintain your continued relationship with your client base.

We are continually adding new countries and new vendors to our line card for Arrow Support Services.

	AT	BALT	BE	CH	CZ	DE	DK	ES	FI	FR	HU	IE	IT	LUX	NL	NO	PL	PT	SE	UK
Broadcom	x	x		x	x	x	x	x	x	x	x	x	x			x	x	x	x	x
Check Point	x	x	x	x	x	x	x	x	x	x			x	x	x	x	x	x	x	x
F5	x	x		x	x	x	x	x	x			x	x							x
Fortinet	x					x	x	x			x			x	x		x	x		
Huawei	x		x			x	x	x	x	x	x	x	x		x	x	x	x	x	
Microsoft	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
NetApp	x	x	x	x	x		x	x	x	x		x	x	x	x	x	x	x	x	x
Nutanix			x							x				x						
Palo Alto Networks												x								x
Riverbed	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
xFusion	x		x			x		x		x			x		x			x		x

The above matrix is consistently evolving. Please contact your Arrow Account Manager or BDM if your country and favoured vendor is not marked with a “x” to see if we can offer Arrow Support Service.



# Unique SLA's with Arrow Support Services.

Customers need choice, flexibility coupled with the highest service levels in the channel. That's why with Arrow Support Services we go beyond what some of our vendors can offer.

With Arrow Support Services, you can choose from a variety of SLA options to ensure optimal and continued support.

	Hardware Advance Replacement								Phone Support	
	RTF	SDS	NBD	NBD OS	ND	ND OS	4H	4H OS	8x5	24x7
Broadcom	v		x	x	a	a	x	x		x
Check Point		x	x	x				x	x	x
F5 Networks			x	a			x	x	x	x
Fortinet			a	a	x	a	x	x		x
Microsoft										p
Huawei			x	x			x	x		x
NetApp			x	x			x	x		x
Nutanix				x				x		x
Palo Alto	v		x	x	a	a		x		x
Riverbed			x				x	x		x
xFusion			x	x			x	x		x

**RTF** Return to Factory (only via Vendor)

**SDS** Same Day Shipping

**NBD** Next Business Day

**NBD OS** Next Business Day Onsite

**ND** Next Day

**ND OS** Next Day Onsite

**4H** 4 Hours

**4H OS** 4 Hours Onsite

**8x5** 8 Hours a day during business Days

**24x7** 24 Hours a day, 7 Days a week

**v** Only the vendor provides this service

**x** both Arrow and the vendor can provide the service

**a** SLA is only available via Arrow Support Services



**p** Arrow Premium 24x7 Support for Microsoft



# Microsoft Premium Service.

We understand that moving to the cloud can be a difficult process and a challenge to the existing business models our partners operate. Our Premium Reseller or End Customer support package expands upon the included support through a range of proactive services to enable our partners to accelerate their Microsoft cloud business and resolve any technical issues in a rapid and professional manner.

Our support teams are trained on a variety of vendor technologies allowing them to look at the bigger picture when it comes to resolving issues. They can then use this knowledge to provide troubleshooting advice for issues that may be external to the Microsoft Cloud.

PREMIUM PARTNER	PREMIUM END CUSTOMER
For partners who need the best support available and the fastest response times.	Allows end customers to raise requests directly to Arrow Support Services.
<ul style="list-style-type: none"><li>✓ Top Priority Support Queues at both Arrow and Microsoft</li><li>✓ Backed by Microsoft Premier Support Agreement</li><li>✓ Customer Success Managers oversee account to ensure the best experience.</li><li>✓ Access to Additional Services including On Premise Support *</li></ul>	<ul style="list-style-type: none"><li>✓ Top Priority Support Queues at both Arrow and Microsoft</li><li>✓ Backed by Microsoft Premier Support Agreement</li><li>✓ Customer Success Managers oversee account to ensure the best experience.</li><li>✓ Access to Additional Services including On Premise Support *</li><li>✓ Direct Access for the customers IT department</li></ul>
<div><div></div><div><b>GUARANTEED RESPONSE TIME</b> P1 : 30 Minutes   P2 : 2 Hours   P3 : 4 Hours 24 x 7 x 365</div></div>	<div><div></div><div><b>GUARANTEED RESPONSE TIME</b> P1 : 30 Minutes   P2 : 2 Hours   P3 : 4 Hours 24 x 7 x 365</div></div>

**Part Numbers:**

- Arrow Premium End Customer Support for Microsoft: QHMS000SILV0-1BNEICL
- Arrow Premium Partner Support for Microsoft: QHMS00LARGE0-1BNRICL

Orderable via ArrowSphere: [Click Here](#)



# Excellence as a Service.

Working directly with vendor support can be complex and slow when you need the fastest help possible to resolve your technical issues. With Arrow Support we pride ourselves on delivering the highest support to our customers whilst delivering the fastest responses.

Priority	SLA Target
P1	30 mins
P2	2 Hours
P3	4 Hours

Customer Satisfaction Surveys	4.6 out of 5.0
NetPromoter	57
Initial Contact within SLA	99.1%
Initial Contact within < 1/2 of SLA	>85%
Initial Contact by phone vs e-mail	>85%
Hardware Replacement SLA	98.4%



# How To Contact The Team.



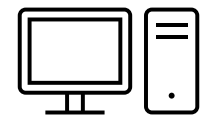
## **Email:**

[support.ecs.emea@arrow.com](mailto:support.ecs.emea@arrow.com)



## **Direct Lines and Free Phone Numbers:**

[Click here for a full list of numbers](#)



## **Arrow Support Portal:**

<https://mysupport.ecs.arrow.com/>



## **Support Team Hours**

24 Hours a day - 7 days a week

Please ensure you have your Arrow Contract numbers to hand when you get in touch.

You will miss out on valuable margin opportunities if your customers go direct to the vendor for services and support. You could be selling Arrow's services and offering a more complete service portfolio which often matches or beats vendor pricing.

**Contact your Arrow Account Manager or BDM and request a quotation for Arrow Support Services.**





# Support Services by Arrow ECS

The Value of Arrow Support Services

**ARROW**  
Five Years Out

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