

## FAQs – General

### **Q. What did Ingram Micro announce?**

On May 17, 2016, Ingram Micro acquired Comms-care, a provider of technical services to the information technology channel in the U.K.

### **Q: What does Comms-care do?**

- Comms-care is a provider of technical services to the IT channel in the U.K., including pre-sales support, configuration, professional services, maintenance and managed services.
- Headquartered in Cheshire, U.K., the company serves approximately 800 channel partners and customers in the U.K. and works with leading vendors including Cisco, HP, Microsoft and VMWare.
- Comms-care has 225 employees, with 130+ field-based, vendor-accredited engineers and consultants.
- Comms-care operates in the U.K. & Ireland.

### **Q. How does this acquisition fit into Ingram Micro's global strategy?**

- Comms-care is the only U.K.-based two-tier provider of IT services including consulting, architecture, deployment, break fix, post sales technical support and remote monitoring. With over 800 U.K. resellers as customers, it exclusively serves the channel and enables resellers to broaden their capabilities serving end users while at the same time is an extension to major U.K. service providers, including IBM, KCom, Softcat and Kelway.
- This acquisition offers Ingram Micro the opportunity to add critical capabilities to compete in **advanced solutions** in the U.K. and increase the value proposition. Its service offerings are primarily focused on cloud, networking and data centers with expertise in vendors, including Citrix, IBM, Juniper, NetApp, HP, Lenovo, Dell, VMWare and Cisco.
- The acquisition delivers on Ingram Micro's strategy to grow our overall services business with synergies across the distribution business specifically in advanced solutions, cloud and mobility and lifecycle services.

### **Q. Will Comms-care integrate into Ingram Micro's current business?**

Comms-care will operate as "Comms-care, an Ingram Micro company," and we look to leverage go-to-market synergies immediately.

**Q. How do Ingram Micro's and Comms-care's current products/services/reach complement each other?**

Comms-care's consultative sales approach and architecture services will be complemented using Ingram Micro products as a primary distributor. The total value proposition will help attract new vendors to Ingram Micro.

**Q. How do Ingram Micro customers and vendors benefit from the acquisition?**

Ingram Micro gains access to 400-plus new unique customers and to new vendor relationships with key vendors.

**Q. How do Comms-care customers and vendors benefit from the acquisition?**

Ingram Micro offers:

- *Product & services portfolio.* Currently Comms-care does not offer products, they design solutions and request their reseller source those solutions from their distributor of choice. Ingram Micro will now be positioned as distributor of choice
- *Value-added lifecycle services.* Comms-care customers utilize Comms-care service partners for reverse logistics, asset disposition, repair and refresh. These services are all available through Ingram Micro and we will look to provide one total solution for the customer
- *Cloud.* Resellers have been asking Comms-care for cloud services. A full suite of cloud solutions will now be made available to Comms-care customers via Ingram Micro's cloud marketplace.

Comms-care will also expand its reach beyond its 800 core customers to Ingram Micro's more than 5,000 U.K. customers.

**Q. Will there be more acquisitions in the near future?**

Ingram Micro is focused on profitable growth, and we are always considering acquisitions that are consistent with our business goals and provide attractive returns for our shareholders.

**Q. How will leadership and staffing change at both companies?**

Comms-care will report directly to Brent McCarty, vice president and country chief executive, Ingram Micro U.K. We do not anticipate other changes at this time. We'll look to leverage the capabilities of both businesses to enhance our combined go-to-market capabilities.

**Q. Will there be any staff reductions at Comms-care?**

We do not expect any staff reductions.

**Q. Do you plan to close any of Comms-care's facilities?**

All of Comms-care's facilities are expected to remain open.

**Q. I have a question, who should I contact?**

- [Brent McCarty](#), 44 1908807400
- [Tony McMurray](#), 44 1908807506

**Q. What should I do if the media contacts me?**

Please refer all media calls to [Maria Jackson](#) (44 1908807766) or to [Tom Henson](#) (1-714-382-1141) at Ingram Micro's corporate headquarters.

**Q. What should I do if an investor contacts me?**

Please refer all investor to [Damon Wright](#) (1-714-382-5013) at Ingram Micro's corporate headquarters.

**Q. How do I respond if customers or vendors ask me questions?**

- Only authorized spokespersons of Ingram Micro and Comms-care should discuss the specific terms of the transaction. If you receive a question from a customer or vendor partner about the transaction, please refer them to the investor relations section of Ingram Micro's website so they can read the press release other related materials.
- Please do not try to answer a question if you are unsure of the answer. Let the customer or vendor partner know you will forward the question to the appropriate person, and someone will get back to them (then reach out to your manager for guidance and ensure a response is provided), or contact [Maria Jackson](#) (44 1908807766).

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