

## Frequently Asked Questions – General

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

- On February 11, 2016, Ingram Micro announced that it entered into a definitive agreement to acquire the Central and Eastern Europe division of RRC Group, a leading value-added distributor, specializing in IT enterprise solutions, headquartered in Warsaw, Poland. The transaction closed on Tuesday, June 14, 2016.

### **Q: What does RRC do?**

- RRC is a leading value-added distributor in Central and Eastern Europe with operations in Poland, Czech Republic, Hungary, and Southeastern Europe, including Serbia, Romania, Slovenia Macedonia, Albania and Croatia. RRC also has export business in Bulgaria, Bosnia-Herzegovina, Montenegro and Moldova. RRC operates a full value-added distribution model, offering partner care, technical, marketing and financial support as well as educational services on an ongoing basis. The company provides its partners with a wide range of high-tech products, services and solutions, including networking, infrastructure, security and automatic identification technologies.
- RRC leverages its relationship with world-class technology partners, including Cisco, Avaya, IBM, EMC, Citrix, Lenovo, Zebra and Checkpoint to provide solutions for customer needs.

### **Q: Why did Ingram Micro acquire RRC?**

- The acquisition is in line with Ingram Micro's business strategies by increasing access, scale and capabilities in the fast-growing CEE region and continuing expansion within **advanced solutions**.

### **Q. What are the revenue levels of RRC CEE?**

- More than \$250 million annually.

### **Q. Will RRC CEE continue to use its existing brand, or will it move to the Ingram Micro brand?**

- RRC CEE will use "RRC CEE, an Ingram Micro Company" as its brand.

### **Q. What role will the current management of Ingram Micro and RRC play?**

- Mike Zilis—executive vice president and global group president responsible for Ingram Micro's operations in Latin American, Central and Eastern European, ASEAN and Hong Kong markets—and Ferenc Lazar—executive director and country chief executive responsible for operations in Hungary, Poland and Slovakia—will oversee RRC operations and be responsible for driving the integration of our two businesses and executing growth plans.
- RRC has a very strong leadership team committed to ensuring a smooth integration. Key leaders from RRC will stay to help drive continued growth and expanded profitability from our combined businesses going forward.

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

- This acquisition aligns perfectly with strategic priorities, specifically our strategy to strengthen our position in the value-added technology solutions business and expansion into high-growth, strategic markets.
- Ingram Micro can expand its existing vendor relationships throughout Central and Eastern Europe and add key vendors from RRC's existing relationships.

**Q. How does this acquisition complement Ingram Micro's current business?**

- The acquisition complements Ingram Micro's business strategies by increasing our presence in Central and Eastern Europe and increasing the scale and capabilities Ingram Micro brings to this fast-growing region.
- Adds new relationships with strategic vendors, including IBM, EMC, Citrix, Avaya and Checkpoint, while expanding relationships with others such as Cisco and Zebra.
- Adds a unique value-added reseller channel in Central and Eastern Europe that we can use to extend and develop service and solution offerings such as mobility and lifecycle services and the Cloud Marketplace.

**Q. Do you plan to integrate RRC with Ingram Micro operations?**

- We plan to integrate RRC into Ingram Micro's current Central and Eastern Europe operations, including IT and mobility distribution in Hungary and Poland, mobility and lifecycle service capabilities in Slovakia and Anovo Poland's IT and mobility service capabilities in Poland.
- We expect all integration actions to be identified and most to be completed in 2016 and 2017.

**Q. How much of RRC existing business overlaps with that of Ingram Micro?**

- The acquisition complements Ingram Micro's existing business with only some overlap in Hungary.

**Q. Do you expect this acquisition to cause any issues with vendors or customers?**

- No, we expect this news to be well received by each company's employees, affiliates, customers and manufacturer partners.

**Q. How many RRC employees will be retained? Does Ingram Micro anticipate any employee turnover or reductions due to redundancies?**

- We will look to have the right organization as we do continuously in our day-to-day operations. As there is minimal overlap—and only in Hungary—we expect to keep the appropriate leadership, partner management and go-to-market teams to ensure we capture all opportunities available from this acquisition. RRC key management have agreed to join Ingram Micro to support the integration and continue to drive growth and profitability across the combined business. One of RRC's strengths is their solid team with deep knowledge in the value products and solutions, so retaining their team is critical to continue advancing the business and creating the cross-selling opportunities we envision.

**Q. Do you plan to close any RRC facilities?**

- In countries without an existing Ingram Micro operation, RRC facilities will be kept. In countries where both Ingram Micro and RRC have operations, we will combine facilities to leverage cross-selling and collaboration, but will do so in a measured manner to avoid disruption to the business.

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

- Please refer all media calls to [Ferenc Lazar](#) (36-12-377012) or [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 questions 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 RRC should discuss the specific terms of the transaction. Should 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 and learn what they need to know. Please do not try to answer a question to which you are uncertain of the answer. Let the customer or vendor partner know that you will forward the question to the appropriate person and someone else within the organization will get back to them with the answer (then reach out to your manager for guidance and ensure a response is provided).

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