



# Value Added Partnerships

---

At ICC we strive to add real value to our channel partnerships by providing a unique TPM offering. As a mature, channel focused partner, we feel that the prime objective in service delivery and alignment with our partners is to deliver real value that can be added to any proposition rather than it just being a price point focused sale.

---

## Above and Beyond Price Focus

We do understand that price plays a large factor in any tender process, which is why our price point is fair, and our turnaround of RFQ is industry leading.

However, at ICC we differentiate from other Channel service providers by adding real value to our partners that goes above and beyond the usual service offered. Investing in our service offering is key to differentiating us from our peers, and by offering a true value-added proposition we firmly believe this sets us apart.

Delivering REAL value so you win more business, drive revenue and retain customers. Compare us to your current partner and see where we can add true value to our partnerships...

---

## Value Added Services

These unique offerings, over and above our traditional SLA support contracts and professional services, are automatically added as part of the service when you partner with The ICC Group.

- ✓ Rebate Schedule Payable Bi-Annually
- ✓ White Label Services
- ✓ Access to Out of Hours Inventory
- ✓ 3-Year Warranty on all Replacement Parts

## Platinum Pro Support (PPS)

Our PPS Service delivers an optional bundle of unique offerings that can be added to your support services in addition to any SLA that you require for a unique upsell and to add real value to any estate for your clients.

- ✓ Warranty Handling of all OEM Support
- ✓ Free Pre-Take on Health Check
- ✓ Full Obsolescence Risk Reporting
- ✓ Hot Spares On-Site
- ✓ Pre-Warnings of EOSL for Pre-Planning Migrations to TPM Support
- ✓ On-Site Destruction Services if DMR Required