

Frequently Asked Questions – General

Q. What did Ingram Micro announce?

- On Dec. 18, 2015, Ingram Micro announced that it entered into an agreement to acquire Dupaco, a leading distributor of high-value data center and open source solutions in the Netherlands. The transaction closed on Thursday, Jan. 21, 2016.

Q: What does Dupaco do?

- Dupaco is a leading distributor of high-value data center and open source solutions.
- Dupaco's portfolio includes Dell Software, Novell, Red Hat and Seagate EVault.
- Dupaco employs 25 associates and is headquartered in Leusden, Netherlands.

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

- This acquisition is in line with Ingram Micro's strategy to accelerate growth in high-value, fast-growing **advanced solutions** in new and existing regions, including Europe. Dupaco brings strong customer and vendor relationships in the data center and open source business.

Q. What role will the current management of Ingram Micro and Dupaco play?

- Dupaco management will report directly to Country Chief Executive Eric Segers, Ingram Micro Benelux.
- For the majority of Dupaco associates, local management will not change.

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

- There is no overlap in vendor contracts, and 100 percent of sales will be additional.

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

- Dupaco will continue as an independent business unit within Ingram Micro's Advanced Solutions.

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

- Dupaco is a leading distributor of high-value data center and open source solutions, with a vendor portfolio that includes Dell Software, Novell, Red Hat and Seagate EVault, which will give our customers access to a broader **advanced solutions** portfolio. Our existing vendors will now have access to the Dupaco customer set.

Q. How do Dupaco customers and vendors benefit from the acquisition?

Ingram Micro offers:

- *Product & services portfolio.* Expanded availability, geographic reach and global vendor and customer partnerships. We bring to market the largest breadth of products and services for IT, mobility and cloud.
- *Value-added lifecycle services.* We can tailor specific solutions for our customers.
- *World-class supply chain.* We offer a scalable forward, reverse and logistics services platform.
- *Relationships & communities.* We are a comprehensive market resource for small and medium businesses, retail and others.

Ingram Micro also offers the ability to sell into Belgium, with the possibility of opening other parts of Europe.

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

- We have no plans to make changes at this time.

Q. Do you plan to close any of Dupaco facilities?

- We have no plans to make changes at this time.

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

- Please refer all media calls to Bill Casey at Ingram Micro's corporate headquarters: 1-714-382-3103 or bill.casey@ingrammicro.com.

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

- Please refer all investor inquiries to Damon Wright at Ingram Micro's corporate headquarters: 1-714-382-5013 or damon.wright@ingrammicro.com.

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

- Only authorized spokespersons of Ingram Micro and Dupaco 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).

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