

State of Idaho Contract
#SBPO20200088



STATEWIDE VALUE-ADD RESELLER FOR MICROSOFT AZURE AND AMAZON AWS CLOUD SERVICES

Gara McCutchen Aragon
Idaho Account Executive
November 19th, 2019

SHI Cloud Practice

SHI is a leading Cloud solution provider with **certified** cloud resources **focused on helping organizations assess, design, build and manage their cloud environment.**

Cloud Platform Partners



Gold Collaboration and Content
Gold Cloud Productivity
Gold Datacenter
Gold Cloud Platform
Gold Data Platform



#1 Microsoft Licensing Partner in NA
#1 Azure Consumption for Licensing Partner
Microsoft Licensing Experts
Microsoft Azure Architects



#1 Reseller
Over 500 Customers
Premier Consulting Partner
Managed Services Program Partner
Well Architected Partner
55+ Certified Individuals

Cloud Core

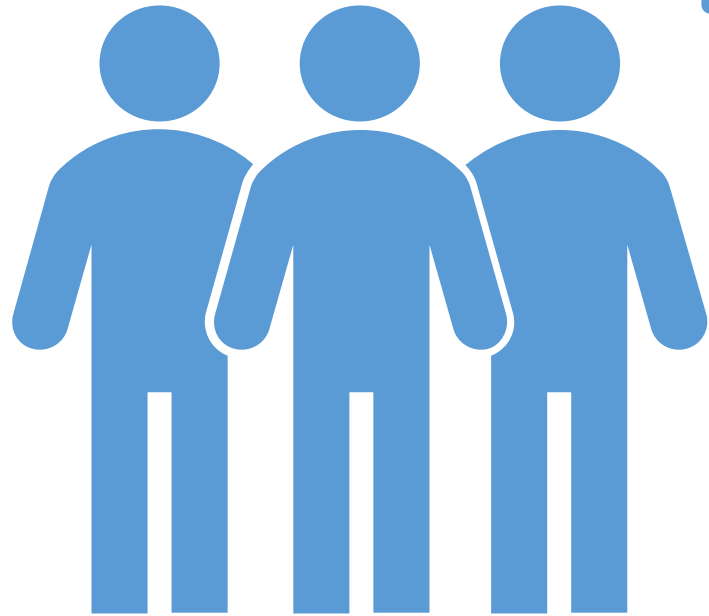
200 years combined cloud experience

Over 150 Cloud Certifications

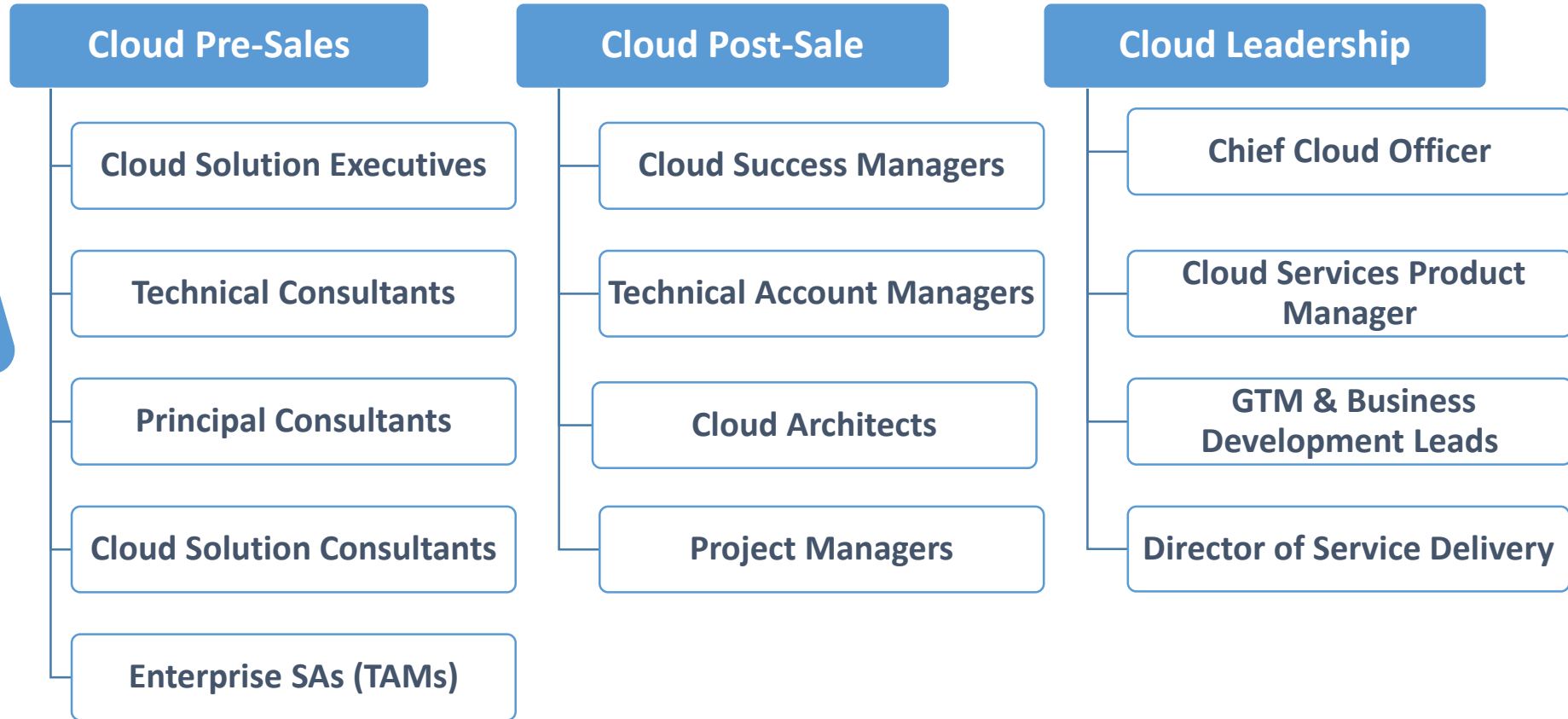
*CIS Mission Statement:
"CIS is committed to providing our customers with the highest level of expertise and services while on their journey to the Cloud."*



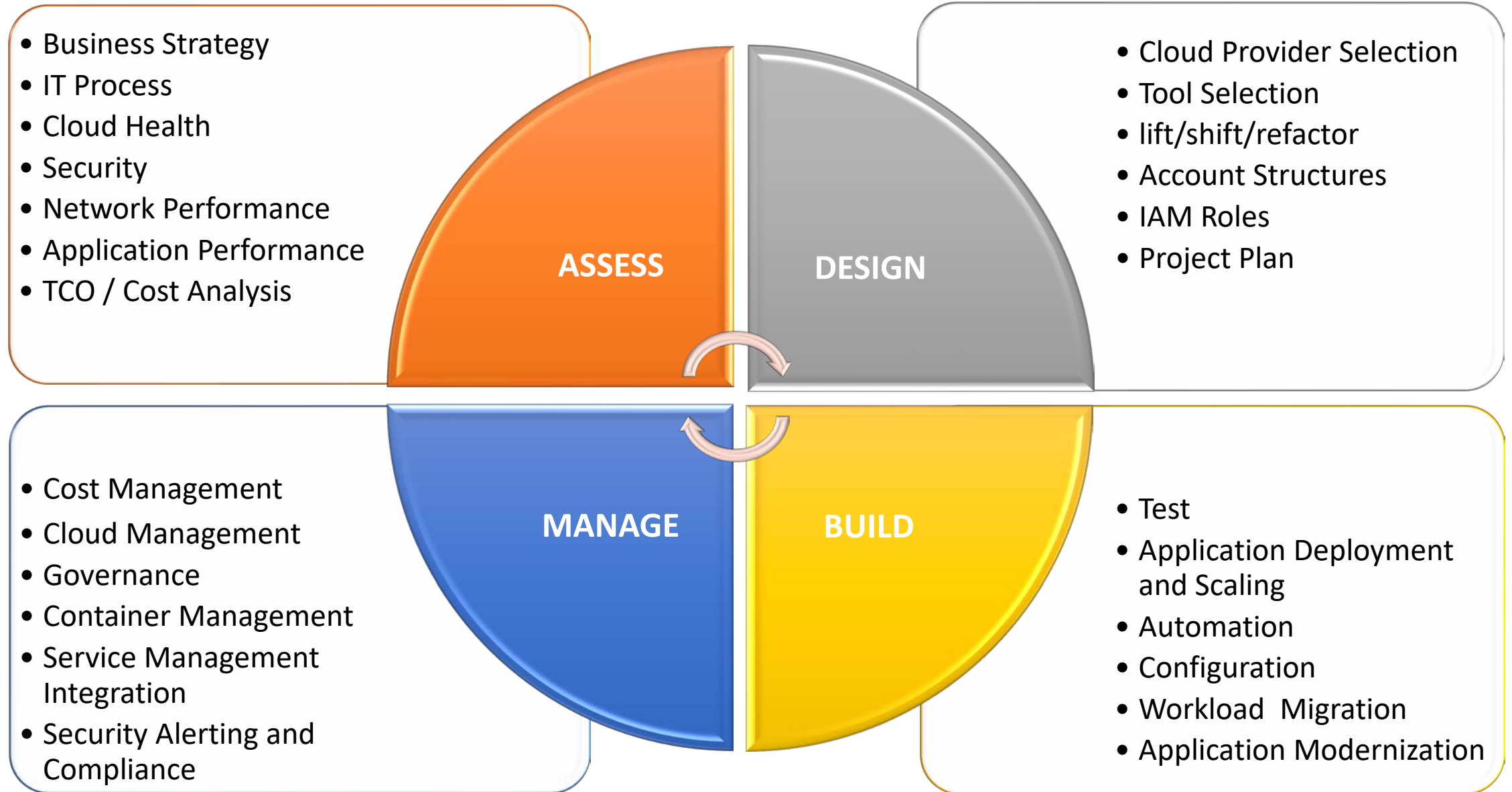
End to End Cloud Expertise



**SHI is the go to
Cloud Enablement
Partner**



Our Solution Methodology



Value to our customers



Industry experts ready to help with every step of your Cloud journey.



Cloud Spend Optimization: SHI has helped customers realize as much as an additional 30% savings annually



Reduced cloud cost and waste by reducing Cloud-sprawl and optimize cloud utilization



A certified Cloud Architect insight and suggestions

Manages the overall relationship between you and SHI and acts as an escalation point for any potential customer satisfaction opportunities

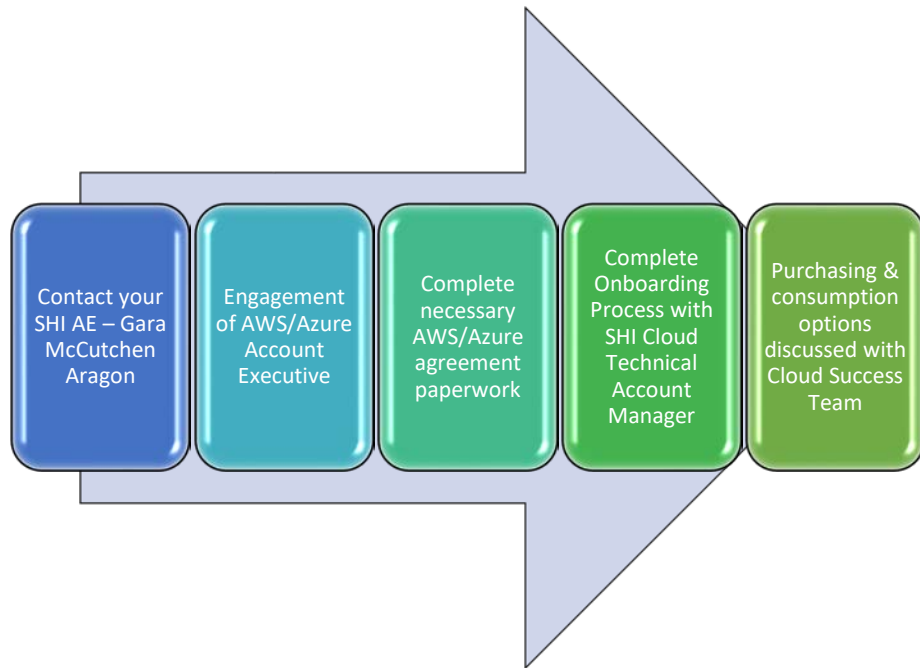


Phone, email and ticketing access to support engineers for technical support for cloud services. Support includes unlimited cases with managed escalation back to the cloud provider as necessary.

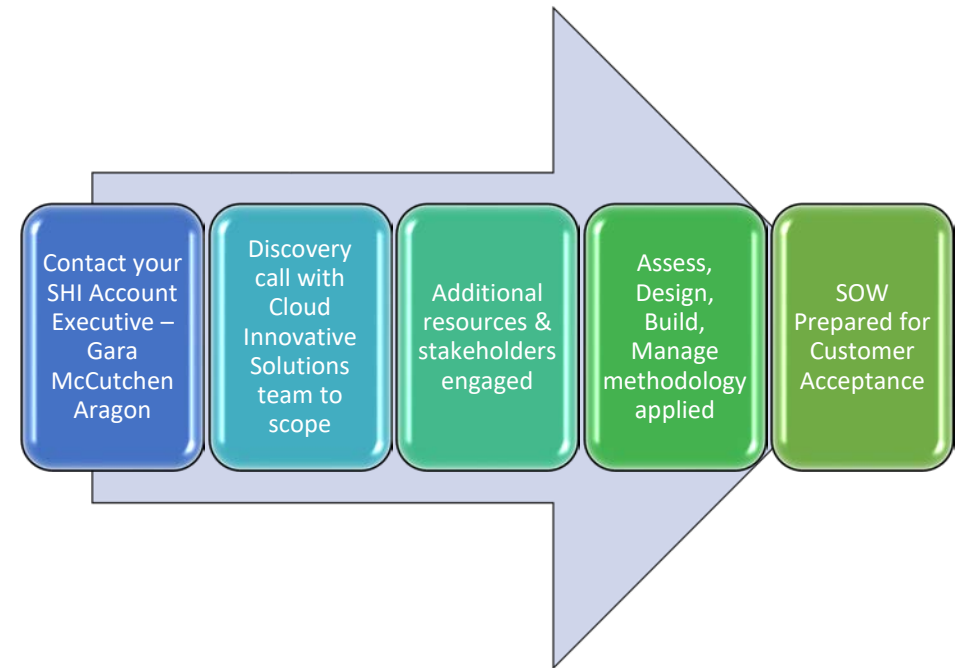
Facilitates service onboarding and regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.

SHI Cloud Ordering & Onboarding

Cloud Solutions



Cloud Professional Services



SHI Cloud Contacts



Idaho Contact Information: Contract# SBPO20200088

Statewide Value-Add Resellers for Microsoft Azure and Amazon AWS
Cloud Services

Idaho Support Contacts

- **Idaho Account Executive: Gara McCutchen Aragon**
 - *Field Sales Representatives responsible the overall relationship with Idaho: Customer Visits, Customer Business Reviews, RFPs and Contracts. First point of contact for SHI Resource engagement.*

Gara McCutchen Aragon | 208-866-3955 | Gara_McCutchenAragon@SHI.com
- **Idaho Inside Sales Team:**
 - *Responsible for all daily quotes, orders and customer service requests.*
 - **Email:** Teamlidaho@shi.com **Phone:** 888-711-2613
 - Karl_Delrosario@shi.com – Inside Account Manager
 - Theadora_Hayes@shi.com – Inside Account Manager
 - Kristin_Blackburn@shi.com – Inside Account Manager
 - Jess_Santelli@shi.com – Inside Account Manager
- Leilani Hammock | Cloud Solutions Executive | Cloud & Innovative Solutions | SHI International Corp | Mobile: 916-259-6698 | leilani_hammock@shi.com
- Stephen Krems | Technical Consultant | Cloud & Innovative Solutions | SHI International Corp | Mobile: 408-806-8606 | stephen_krems@shi.com

Technical Account Managers

- **Azure :**

David Klotz | Cloud Technical Account Manager | Cloud & Innovative Solutions | SHI International Corp | **Office:** 480-417-2427 | David_Klotz@shi.com
- **AWS:**

Kirkland Hamilton | Cloud Technical Account Manager | Cloud & Innovative Solutions | SHI International Corp | Cell: 732-447-5234 | Office: 732-868-5841 | Kirk_Hamilton@shi.com

Cloud Success Managers

- **AWS:**

Jashzmin Rodrigo | SHI International Corp. | Cloud Success Manager- Multi Cloud | Office: (732) 868-5999 | Cell: 908-636-8868 | jashzmin_Rodrigo@SHI.com
- **Azure:**

Taylor Lee | SHI International Corp. | Cloud Account Manager | Cell: 732-372-3493 | Toll Free: 888-764-8888 ext: 6527644 | Taylor_Lee@SHI.com

Cloud Support Resources

- Self-Service Portal (Preferred): <https://one.shi.com>
- **Email:** SupportServices@shi.com
- **Phone:** 888-572-9712

Path of Escalation

- Account Executive - Gara McCutchen Aragon 208-866-3955
Gara_McCutchenAragon@SHI.com
- All new Requests/Issues → Call 888-711-2613 or email Teamlidaho@shi.com
 - Requests must be answered within 4 hours
 - Orders must be entered within 24 hours
- For Follow-Up on existing requests within **24 hours** of initial contact, email Teamlidaho@shi.com **AND** copy Bernard "Trey" Bandy – Bernard_Bandy@shi.com

SHI Escalation Contacts for Idaho

- Bernard_Bandy@shi.com – ~~Teamlidaho~~ Inside Sales Team Manager **732-584-8867**
- Robert_Petrucci@shi.com – Senior Inside Sales Manager **732-868-6072**
- Andrea_Keno@shi.com – District Manager – West Region **425-457-2462**
- Alison_Turner@shi.com – Regional Director – West Region **425-974-5997**

Please contact SHI's Management Team above for any unresolved issues within 72 hours



State of Idaho



THANK YOU!

Gara McCutchen Aragon