

SkyKick Transition FAQ

Now that SkyKick has been released from the Ingram Micro Cloud Marketplace portfolio, we understand that affected partners will have questions. Please take a moment to review the following FAQ, and if you still have questions, please contact us.

What is changing?

As of July 15, 2019, Ingram Micro will no longer offer SkyKick services for purchase through Cloud Marketplace or through traditional sales. Additionally, as of November 1, 2019, Ingram Micro will no longer bill for SkyKick services.

Why is Ingram making this change?

After careful review, Ingram decided to trim SkyKick from the vendor portfolio in favor of other technology companies in the Microsoft partner ecosystem. Our focus will remain on giving our 55,000+ cloud partners the fastest path to profitable growth.

What should current partners using SkyKick do now?

If you would like to switch your backup services to another provider, please work with your Ingram Micro sales executive to leverage one of our preferred services going forward.

Can I complete an existing order for SkyKick migration services that is in process?

If you have purchased a staged Migration, you will still be able to use that migration through November 1, 2019.

Can I switch my SkyKick backup services to another Ingram backup service provider?

Absolutely. If you would like to change your backup service to Ingram Micro's preferred backup solution, we will assist in that process. You will also receive your first two months of backup service for free.

How easy is it to switch my SkyKick backup service to an Ingram Micro preferred provider?

Backup services have some intrinsic complexity that make it difficult to fully automate migration from one backup system to another. Ingram Micro will provide expert assistance and support, along with two months of complimentary service while partners make this critical transition.

If I choose another backup service, how much time do I have to make the switch?

You will have until November 1, 2019, to move your backup service to one of Ingram Micro's preferred partners.

Who should I contact if I have more questions?

If you have additional questions, please reach out to your regional Ingram Micro sales executive or email us at SkyKick@IngramMicro.com.