Integration Services Discovery Form

Email completed forms to [IntegrationRequests@ingrammicro.com](mailto:IntegrationRequests@ingrammicro.com)

Completion & return of this form is **REQUIRED** with **EVERY** integration services order and **SUBMITTED with Purchase Order**

Should you have any questions, please contact your Ingram Micro Sales Representative

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer BCN** | **Date** | **Account Manager** | **Account Manager Phone** |
|  |  |  |  |

|  |  |
| --- | --- |
| End User (if available) | |
| End User Company Name |  |
| Contact Name |  |
| Address |  |
| City, State, Zip |  |
| Phone |  |
| Technical Contact Name |  |
| Email |  |
| Permission to contact Technical Resource |  |

|  |  |
| --- | --- |
| Requestor | |
| Contact Name |  |
| Email |  |
| Address |  |
| City, State, Zip |  |
| Phone |  |
| Technical Contact Name |  |
| Email |  |
| Permission to contact Technical Resource |  |

**Form Usage:**

1. Check box for service(s) required for project under the “Services & Hyperlinks” section (i.e. ).
2. Select associated hyperlink for service (Cntl + click) to be directed to required data entry section.
3. Complete required section outlining services to be performed.
4. Select “Return” hyperlink for multiple service selection
5. Save & Submit Form **(SAVE Format: ResellerName\_EndUserName\_POnumber.doc)**

**[Services & Hyperlinks](#Return)**

[Asset Tag / Labeling Services](#Asset_Tag_Services)

[Technical Services](#Technical_Services)

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[Complex Hardware Assembly](#Complex_HW_Assembly)

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[Autopilot](#Autopilot)

[Chrome Book White Glove](#Chromebook)

[Kitting](#Kitting)

[Customer Validation Requirements](#Customer_Validation)

**Asset Tag / Labeling Services**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)
* Defines Tag Placement (y/n)
* Defines Tag Layout (y/n)

No, not available

1. Where is tag coming from?  Customer Provided (If yes, skip to Step 9)

Ingram Created

2. Revision for Previous Tag?  Yes (Current Asset Tag SKU      )

No

3. Product Specifications:  Poly Label (1”x2”)

Poly Label (1.5”x3”)

Bopp Label

Paper Label

Panduit Label

Other (please specify)

Consigned (if consigned, skip to #8)

4. Color Specifications:  White (default)

Other (please specify\*)

\*Labels in color require production validation

5. Font Specifications:  Standard readable\*

Other (please specify)\*\*

\*Font size will be designed to fit label

\*\*Define variability in font size or placement

6. Bar Code Required?  No

Code 39 (default)

Code 128 (default)

Other (please specify)\*

\*Subject to review/approval. May incur added lead time & cost

7. UID Label Required?  Yes

No

8. Custom Logo Required?  Yes\*

No

\*Subject to review/approval. May incur added lead time & cost

\*Submit logo file, along with placement instructions. Logo may be resized to fit label.

9. Field Descriptions: Enter up to 6 data fields to be printed on tag (in order of print) below\*

\*Subject to review, approval & space availability

|  |  |  |
| --- | --- | --- |
| Bar Code  Required | Field Data | Description (Where Field Data is obtained) |
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10. Placement: Define placement of asst tag(s) on product. Include image where applicable. If left blank, Ingram will follow best practices.

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11. Waive approval:  Yes\*

No

\*Ingram will provide a digital sample for approval.

**Technical Services**

[Return](#Return)

**General Hardware Assembly**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)
* Defines Tag Placement (y/n)
* Defines Tag Layout (y/n)

No, not available

1. Product Type  NUC

Desktop

Laptop

Server \*

Storage

Other (please specify)

\*Provide BOM or Ingram Quote

2. Hardware Inserts:  CPU (qty:      )

Memory (qty:      )

HDD/SSD (qty:      )

Networking (qty:      )

Other (please specify)

3. Known Consumable Items:

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| --- |
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4. Additional Requirements:

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**Complex Hardware Assembly**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. Rack/POD Integration:  Yes\*

No

\* Elevation diagram required

\* Provide BOM or Ingram Quote

2. Hardware Inserts:  Server\* qty:       Product Type:

Storage\* qty:       Product Type:

Switches qty:

PDU qty:

Other (please specify)

\*Define server/storage type (i.e. 1U, 2U, 4U, 6U)

3. Rack Interconnection:  Yes\*

No

\*Define how racks need to be connected and setup. Typically provided in Technical Design Workbook.

4. Rack Labeling:  Yes\* (Please outline requirements in Step 13 or provide diagram/cut sheet)

No

\*Typically provided in Technical Design Workbook (i.e. Rack Badging, Rack ID’s)

5. Hardware Labeling:  Yes\* (Please outline requirements in Step 13 or provide diagram/cut sheet)

No

\*Typically provided in Technical Design Workbook (i.e. Host Names, Asset tagging)

6. Cable Labeling:  Yes\* (Please outline requirements in Step 13 or provide diagram/cut sheet)

No

\*Typically provided in Technical Design Workbook (i.e. To/From for Networking & Power)

7. Custom Packaging:  Yes\* (Please outline requirements in Step 13)

No

\*Typically provided in Technical Design Workbook (i.e. Foam, Straps, Crate, Shock Pallet)

8. Power Requirements: What power does the solution require?

What type of plug is required?

Do multiple racks require power on simultaneously?

`  Yes qty:

No

9. Remote Access (VPN):  Yes (Please complete Remote Access section)

No

10. Customer On Site Configuration:  Yes (Please outline requirements in Step 13)

No

11. Logical Configuration:  Yes\* (Please outline requirements in Step 13)

No

\*Typically provided in Technical Design Workbook (i.e. Ingram performed configuration)

12. Known Consumable Items:

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13. Additional Requirements:

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14. Transportation: Is a site survey required?  Yes  No

Is a dedicated truck required?  Yes  No

**BIOS / Firmware / Splash Screen Services**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. BIOS Version  Default/Factory Setting

Preferred BIOS Version -- Website (if known):

Specific (please specify)\*

\*If specific BIOS version is listed, Ingram Micro will ensure that the BIOS is the version listed or higher unless specified otherwise. Downgrading is NOT recommended.

|  |  |
| --- | --- |
| Device Type | - Include Manufacturer, Model umber |
| BIOS Version Requested: |  |
| BIOS Password (if applicable): |  |
| Computer Name: |  |
| Static IP Address (if appliable): |  |
| Domain Name (if applicable): |  |
| Additional Network Settings: |  |

Note: If submitting an image, do not submit a list for setting already part of the image. List only the settings to be changed.

2. Firmware Upgrade/Downgrade:  Yes

No

Other (please specify)\*

\*Specify firmware level & file location detail

3. Splash Screen Change:  Yes

No

Other (please specify)\*

\*Requires engineering discussion

4. Additional Requirements:

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**OS / File Structure Services**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. File Structure  Windows

Linux

32-bit

64bit

Apple

Other (please specify)

2. Partition Specifications  RAID 1 (mirroring)

RAID 5

RAID 0

Other (please specify)

3. Additional Requirements:

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**Imaging Services**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. Image  Image Tool Used to Create Image (please specify)

Golden Image Submitted (mfg, part of device, serial#)

\* Image to be provided by customer

\* Ingram is NOT able to create master image

2. Additional Requirements:

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**Test / Burn-In Requirements**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. Specific Testing Requirements?  Yes (Please outline in Step 3)

No

2. Is Burn in Required:  Yes (Please specific time in hours      )

No

3. Additional Requirements (i.e. Customer software or Capital Equipment required):

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**Remote Access**

[Return](#Return)

1. Is remote access required?  Yes\*

No

\*Required engineering discussion

2. Detail Reasoning:

3. Detail Length of Time Required:

4. Additional Requirements:

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**Printer/Mobility**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. Printer Size:  <75 lbs

>75 lbs

2. Printer Hardware Install Required:  Yes (Please specific hardware device type to install      )

No

3. Printer Configuration:  Driver Updates

IP Address Setting

4. Mobility Device:  iPAD

Tablet

Scanner

Display\*

Other (Please specific device type      )

\*Requires review of size/weight of device

5. Mobility OS:  iOS

Android

Other (Please specify      )

6. Mobility Configuration:  OS Update

Firmware Update

Other (Please specific configuration requirement      )

7. Additional Requirements:

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**Autopilot Services**

[Return](#Return)

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|  | **Autopilot Standard – Azure Join**   * Data capture (Device Serial Numbers, Manufacture, Part Number, \*PO#) * Link device to the appropriate Azure Tenant via Partner Center. * Assign Device Profile in Partner Center. (Device will NOT be powered on) |  |
|  | **Autopilot Professional – Provisioning and Application Downloads**   * Data capture (Device Serial Numbers, Manufacture, Part Number, \*PO#) * Link device to the appropriate Azure Tenant via Partner Center. * Assign Device Profile in Partner Center. * Azure provisioning, profile and application downloading prior to ship. |  |
|  | **Autopilot Education – SETUP PC Educational USB Provisioning**   * Data capture (Device Serial Numbers, Manufacture, Part Number, \*PO#) * Leverages customer provided USB to provision device, load profile and applications prior to ship. |  |

Specialized Autopilot Services

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|  | **Autopilot Basic – CSV to Distributor (Data Capture Only)**   * Data capture (Device Serial Numbers, Manufacture, Part Number, \*PO#) * .CSV file provided to Distributor for self-load via Partner Center. |  |
|  | **Autopilot Premier – CSV to Reseller (Data Capture Only)**   * Data capture (Device Serial Number, Manufacturer Name, Device model) * Capture and Export Hardware Hash ID. * .CSV file provided to Reseller for self-load via Partner Center. |  |

**1. Required Information:**

Azure/Intune/Tenant ID Domain:       Global Administrator Email:

Quantity:       Tenant ID:

Group #1 Name / Qty:       Group #4 Name / Qty:

Group #2 Name / Qty:       Group #5 Name / Qty:

Group #3 Name / Qty:       Group #6 Name / Qty:

2. Additional Requirements:

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**Chromebook / Chromebit / Chromebox / White Glove**

[Return](#Return)

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| --- | --- |
| Questions | Customer Response |
| Customer Domain (Your Google Apps Domain name) |  |
| QTY Number of Chromebooks to prepare with these instructions |  |
| Enterprise Enrollment – Perform enrollment to register Chromebook for  Enterprise Management. Note that un-enrollment will require a device  wipe. |  |
| Enterprise Enrollment ID – Desired Google Apps Account used for  enrollment. This should be a dedicated role account such as  [enroll@domain.com](mailto:enroll@domain.com)  \*note that ALL services can be disabled in the Admin Panel as we just need  the ability to authenticate |  |
| Password – Temporary password for enterprise enrollment ID (this can  be changed later) |  |
| Account Confirmation \* Please verify that the account provided for  enrollment is tested and working as an incorrect entry will cause delays  to your order. |  |

1. Local WiFi Entry Required:  Yes, if required prior to delivery (WiFi name:      )

No

2. ZTE (Zero Touch Enroll) Required:  Yes

No

3. Additional Requirements:

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**Kitting Services**

[Return](#Return)

0. Work Instructions/Scope  Yes, available

* Document Name
* Document Attached (y/n)

No, not available

1. Devices to be Kitted:  1-5 devices

6-10 devices

10+ devices

2. Use OEM Packaging?  Yes, kit all primary OEM packaging

No

3. Requires Over-Packaging?  Yes, all kitted items will need to be packaged into new overpack box\*

No

\*Ingram maintains a <=50lb limit on over-pack packaging

4. Additional Requirements:

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**Customer Validation Requirements**

[Return](#Return)

1. Validation Path  Ship to Customer

Virtual Customer Validation

Not Required

2. Picture Validation Required  Yes (Please outline requirements in Step 3)

No

3. Additional Requirements:

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