Integration Services Discovery Form

Email completed forms to 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. [x] ).
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)

[ ]  [General Hardware Assembly](#General_HW_Assembly)

[ ]  [Complex Hardware Assembly](#Complex_HW_Assembly)

[ ]  [BIOS/Firmware](#BIOS_Firmware)

[ ]  [OS/File Structure](#OS_File_Structure)

[ ]  [Imaging](#Imaging)

[ ]  [Test/Burn-In Requirements](#Test_Burn)

[ ]  [Remote Access](#Remote_Access)

[ ]  [Printer/Mobility](#Printer_Mobility)

[ ]  [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) |
|[ ]        |       |
|[ ]        |       |
|[ ]        |       |
|[ ]        |       |
|[ ]        |       |
|[ ]        |       |

10. Placement: Define placement of asst tag(s) on product. Include image where applicable. If left blank, Ingram will follow best practices.

|  |
| --- |
|  |

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:

|  |
| --- |
|  |

4. Additional Requirements:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

13. Additional Requirements:

|  |
| --- |
|  |

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:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

**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):

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

**Autopilot Services**

[Return](#Return)

|  |  |  |
| --- | --- | --- |
| [ ]  | **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

|  |  |  |
| --- | --- | --- |
| [ ]  | **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:

|  |
| --- |
|  |

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

[Return](#Return)

|  |  |
| --- | --- |
| 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 \*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 canbe 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:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |

**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:

|  |
| --- |
|  |