



DATA SHEET

Data Center Services

Your customers might love your technology and solutions, but before they can make the decision to purchase your solution they need to know that you can help them integrate it into their data center or high performance computing (HPC) environment. Your challenge, then, is to provide consistent deployment services that will help your customers around the globe install their new solution, upgrade their current one, migrate data to their new solution, remove the old product or solution and ensure that data is protected from cybercriminals during disposition.

At Source Support Services we make it our goal to provide **high-quality, cost-effective data center deployment services and expertise that you can deliver as part of your services portfolio**. We understand the challenges you face to build a services capability that grows at the pace of your business and is not cost-prohibitive. It can easily take several months to develop global services and then added time to train your teams on service delivery processes. Source already has the necessary global services delivery network and training capabilities in place.

Source Techworks is our worldwide network of authorized service engineers who are trained and certified via Source Academy, our global eLearning program. These service delivery capabilities enable you to sell and scale your deployment services on-demand globally with locally-trained resources. Source Central, our automated system, ties it all together by combining people, process and technology and integrating into your system so it is easy for you to track and manage all your service delivery from one single interface.

Our approach offers flexibility to match your preferences thereby enabling you to present your organization and its capabilities in global scale at a fraction of the cost and time it would take to build a data center deployment service program yourself.

Our data center deployment services for compute, storage and network solutions include:



Installation Services



De- Installation Services



Data Destruction



Data Migration

With Source's Data Center Services, you can begin a new data center services deployment program from the ground up. If you already have a field team, we can augment your systems for field engineering teams so they have the freedom to sell more of your products, deliver services at locations you don't currently serve, assist you in environments that need multiple hands or simply provide the extra man-power you need when you experience cyclical surges in sales.

Each of our Data Center Service implementations is assigned a program manager who works with you as part of your services team to coordinate and schedule Source resources. Each Data Center Service event is monitored by your program manager and is backed up by our Support Operations Center, which provides technical assistance when necessary and tracks our Techworks resources' time on-site and the successful completion of the service.



Installation

Source's installation services take the guesswork out of your installation program with pre-designed, on-demand installation services that can be deployed anywhere in the world.

Source offers two different types of installation programs to meet your needs: Basic Hardware Installation and Advanced System Installation. Basic Hardware Installation services provide you with services to unpack, inspect, rack, cable, label, power and setup initial network connectivity in preparation for the next step of solution configuration. Advanced System installation includes the basic hardware installation services described and additionally runs configuration steps necessary to get your solution up and running within your customer's environment. These include console configuration, setting up administration connectivity and applications, setting up and initializing storage and installing interface adapters if necessary.



De-Installation

Source provides de-installation services to recover valuable space and move your customers to your latest products by uninstalling and removing end-of-life data center or HPC systems. Source will be there every step of the way, from power down sequences to the removal of the old system. Included in our de-installation service is wrapping and packing of equipment for shipment or storage, removal of all cables and the installation of blank panels. If your next system is ready to be installed, Source can also arrange for installation services at the same time your old system is removed so your customers can get back up and running as quickly as possible.

In addition, Source provides a variety of environmentally safe options to recover value when the equipment is removed. Whether you choose to keep the system, recycle, refurbish or return to market for reuse, Source is there to help. If security is a concern, our Data Destruction services ensure a safe and secure solution to add on to your de-installation services.



Data Destruction

Source has the capability to perform various destruction services to protect your data from loss and leakage. We can clear, purge, and destroy media such as hard disk drives, external solid state drives, data tapes and other magnetic media assets as well as purging and destroying embedded hardware data storage components. Every stage of our data destruction services complies with all government regulations so you can be sure that we maximize the best possible security while disposing of your IT assets.

Through our process, Source provides full chain of custody and reporting to keep you compliant with your industry specific regulations and business practices. Our reports include long-term asset tracking, a certificate of destruction and an environmental impact report. We can also include picture or video of the destruction process upon request.



Data Migration

Whether you're moving offices or shifting your data to a new system, one of our authorized professional service partners will lead your customer's data migration setup and execution. Our authorized partners have extensive experience in handling all data migration process elements and risks, and they will guide you through your migration using the latest technologies and best practices.



Our Difference: Source's Service Delivery Capabilities

Source Techworks provides our partners with an on-demand field force that can be expanded to meet increased on-site service requirements and new geographies with the professional experience to deliver high-quality service. Our technical recruiting group works hard to establish and maintain a reliable network of technicians local to your customer's location so we can put your solutions into effect as quickly as possible and minimize disruption to your customer's business.

Once technicians join our network, Source ensures that they are trained on and knowledgeable of any system they will encounter. Our eLearning modules created through Source Academy ensure in-depth knowledge of each solution required, so all of our technicians arrive on site prepared. No matter where in the world services are needed, Source Academy's eLearning modules ensure every technician from Atlanta to Tokyo is prepared and certified to perform your service in exactly the way you prefer. Source Academy also serves to train our Support Specialists in our Support Operations Center to be sure we consistently represent your business in the way you prefer.

From our automated Source Central platform, we can track logistical shipments, stocking and delivery, and assign one of our Source Techworks resources to each service event. We also provide real-time updates on each service event. Housing these capabilities in one place allows us to streamline our delivery for greater efficiency and give you complete visibility into all of this while still performing services that exceed your quality standards. And because Source Central is integrated with your systems, adding on new services to your portfolio is simple and fast.

At Source Support Services we make it our goal to provide high-quality, cost-effective data center deployment services and expertise that you can deliver as part of your services portfolio. Our goal is to minimize downtime and distractions for your customers and provide you with peace of mind. Our people, process and technology set us apart and help us to streamline our services while maintaining the highest quality standards. Trust our years of experience and expertise to represent you through our data center deployment services.