

DATA SHEET

# Installation Solution Services

*A Source Support Services Data Center Service Program*

Scaling a professional services program to deliver installation services for your product worldwide for data center, high performance computing (HPC) environments and medical technologies can be tricky to predict. The volume of installations required depends on your sales, which are likely to fluctuate from month to month, quarter to quarter. This causes some challenge when building your own installation services team. What happens if sales experiences a huge increase and your installation team cannot keep up? Or, perhaps worse, when your sales temporarily dip and members of your installation team are left twiddling their thumbs? Add to this steep travel costs and the situation quickly runs out of control.

Some companies start by designating their technical sales team to perform as installers but the time they spend traveling to each site and performing installs is time they are not focused on supporting sales, thereby hindering potential revenue growth. Others might hire employees that will focus on installations and handle the workload – an investment that would seem to make perfect sense until you have a shortage of installation work. Some organizations might already have a designated team in place, but their sales volume is growing at such a rate that they are temporarily unable to keep up with the increased demand for installations.



Even the most experienced of us are faced with determining how best to invest and manage professional installation services while focusing on their objectives of product innovation and sales. At Source Support Services, we understand the challenges you face to build an installation program that grows at the pace of your business and is not cost-prohibitive.

**Pre-designed installation programs**

**Project management capabilities to assist in scheduling and execution management**

Source has the solution. We provide localized installation services via a pre-designed, cost-effective installation program that includes project management capabilities that assist in the scheduling and execution management to ensure a seamless installation solution for each of your storage, compute and network products and solutions. The on-demand structure of our installation services and our project management capabilities help take the guesswork out of managing your installation program. Whether you need to create a new program from the ground up, or augment your existing field teams, Source ensures high quality service engagements with consistent installation experience.

By leveraging our established global field services delivery network, Source can perform installation services anywhere in the world, without travel costs. Our network, called Source Techworks, is made up of over 12,000 members spread throughout over 100 countries around the globe. Our eLearning capabilities ensure consistent training experiences and certification for every one of our Source Techworks resources. Because our resources are local to your customer's site, any future on-site break-fix service needs will draw from the existing pool of qualified field engineers.



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 an installation service program yourself.

## On-Demand Installation Programs

Source offers two different types of installation programs that we can customize to fit your needs: Basic Hardware Installation and Advanced System Installation.

**Basic Hardware Installation services** provide you with services to unpack, inspect, inventory, rack setup, verify cabling, power up the system and set up initial networks connectivity in preparation for the next step of solution configuration.

**Advanced System Installation services** includes the basic hardware installation services described and additionally performs configuration steps necessary to get your solution up and running within your customer's environment. These include system and console configuration, setting up administration connectivity and applications, setting up and initializing storage and installing interface adapters if necessary, as well as multiple IP addressing for the system.

### Basic HW Install Services

Delivered by a  
Certified HW Installer

- Unpack, inspect & inventory product
- Install & setup rack
- Verify cabling
- Power up system
- Configure device IP
- Ping

### Advanced System Install Services

Delivered by a  
Certified System Installer

- Basic HW Install Services
- System configuration
  - Create storage pools & DP
  - Create and init. storage volumes
- Console configuration
- Installing and configuration services interface adapters
- Multiple IP addressing for system

If you already have a field team in place, Source can augment your field engineering teams, either by supporting them on-site or by adding resources to handle more installation engagements. This means that your team would have more time to dedicate to selling your products, you can deliver services at locations you don't currently serve, gain assistance in environments that require multiple hands or provide the extra man-power you need when you experience cyclical surges in sales.

Each installation service is assigned a project manager who works with you as part of your services team to coordinate and schedule Source resources. Each install engagement is monitored by your project manager and backed 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.

## Benefits of Source's Installation Program



Reduce internal labor costs without sacrificing quality and customer satisfaction



Source's installation program provides consistent experience and a high level of quality at every service engagement



The on-demand, pre-designed nature of our program makes it easy to predict costs and scale installations as you scale sales



Local Source Techworks resources reduce cost and time for travel, and any future break-fix services will be handled by the same pool of qualified field engineers



Project management capabilities that assist in scheduling and execution management



Source Techworks grants you easy access into countries for which you have limited coverage



Source Academy delivers proactive eLearning certification programs with custom-designed content specific to your products and solutions or via hands-on, instructor-led sessions from an expert on your product



Source Central platform streamlines service delivery and provides you with visibility into the complete service event

## Streamlined Service Delivery

Shouldering the burden of performing installation services around the globe and freeing up your time to grow and develop your business is important to us. Yet we also want to be sure that you have clear insight into each service engagement we perform for you. We can do this through Source Central, our automated platform which integrates with your systems to streamline our services delivery and provide you with complete visibility. From Source Central, you can confirm the location and time of a scheduled installation service, see which of our Source Techworks professionals has been assigned to a case and view real-time updates as the install progresses. Housing these capabilities in one place allows us to streamline our delivery for quality and greater efficiency and gives you complete visibility into all of this to feel reassured that we are compliant with your preferred procedures and meeting your quality expectations.

Source has years of experience in the data center, HPC and medical technology markets, delivering the highest service quality at every installation. We are dedicated to performing expert installation services from start to finish while minimizing downtime and distractions for your customers and providing you with peace of mind. Trust our years of experience and expertise to represent you through our installation services.