Premier Solutioning Questionnaire

**3PL General Customer Questionnaire**

**Basic customer information**

* Company: ***{{Question1}}***
* Mailing Address: ***{{Question2}}***
* Location Address: ***{{Question3}}***
* City: ***{{Question4}}***
* State: ***{{Question5}}***
* Zip: ***{{Question6}}***
* Primary Contact/Title: ***{{Question7}}***
* Phone: ***{{Question8}}***
* Extension: ***{{Question9}}***
* Email: ***{{Question10}}***
* Web Address: ***{{Question11}}***
* Anticipated Start-Up Date: ***{{Question12}}***
* How did you hear about us: ***{{Question13}}***

**Value-Added Services**

* Light Assembly:

***{{Question14}} {{Question15}} {{Question16}}***

**Packaging Requirements**

* Packaging Requirements:

***{{Question17}} {{Question18}} {{Question19}} {{Question20}} {{Question21}} {{Question22}} {{Question23}} {{Question24}}***

***{{Question25}} {{Question26}} {{Question27}} {{Question28}} {{Question29}} {{Question30}} {{Question31}} {{Question32}}***

***{{Question33}} {{Question34}}***

**Reverse Logistics**

* Reverse Logistics Requirements:

***{{Question35}} {{Question36}} {{Question37}} {{Question38}} {{Question39}}***

**Warehousing Product Information**

* Product Description:

***{{Question40}}***

* What is the volume expectation and timing?

***{{Question41}}***

* How do you want your rate to be quoted?

***{{Question42}}***

**Inventory/Storage Criteria**

* How many sku's will be inventoried?

***{{Question43}}***

* Will there be new SKU(s)?

***{{Question44}}***

* What are the elements of the inventory report? Will the inventory report be real-time?

***{{Question45}}***

* How many inventory turns per year?

***{{Question46}}***

* Indicate inventory levels in:

***{{Question47}}***

* How many cases per pallet:

***{{Question48}}***

* What is weight per pallet:

***{{Question49}}***

* What is the weight per case:

***{{Question50}}***

* Can Customer's product be stacked? If so, how high:

***{{Question51}}***

* Does the product require temperature or humidity control? If so, what range:

***{{Question52}}***

* Will Premier need to pick inventory via FIFO method?

***{{Question53}}***

* Do Customer require more than the standard FIFO control? if yes, explain:

***{{Question54}}***

* Are there any hazardous materials involved? If yes, explain:

***{{Question55}}***

**Inbound Shipment Criteria**

* Inbound Shipment Requirements: (please check all that Apply)

***{{Question56}} {{Question57}} {{Question58}}***

* Are inbound shipping pallets standard 40 x 48, 4 way GMA pallets? If no, explain:

***{{Question59}}***

* Does Customer require a pallet exchange on I/B shipments?

***{{Question60}}***

* Does Customer require a pallet exchange on O/B shipments?

***{{Question61}}***

* Inbound shipments will be by: ( Carrier, Logistics Company?)

***{{Question62}}***

**Outbound Shipping/Transportation Criteria/Carriers**

* The average number of orders shipped/month are via:

***{{Question63}}***

* Transportation Criteria:

***{{Question64}}***

* Shipping Points:

***{{Question65}}***

* Freight Class:

***{{Question66}}***

* Other Special Requirements:

***{{Question67}}***

* Which carrier will be used? Is it a combination of carriers?

***{{Question68}}***

* Who will be responsible for setting up carrier pick up?

***{{Question69}}***

* Will Premier utilize Customer/End-Customer carrier accounts?

***{{Question70}}***

* If Customer has other special requirements in handling Customer product, please specify additional requirement here:

***{{Question71}}***

* Please indicate Customer's shipping volume in terms of number of orders per quarter:

***{{Question72}}***

* Are any systems in OCONUS locations (defined as outside the continental US)? If yes, what is the number of OCONUS systems? Provide specific addresses and quantities.

***{{Question73}}***

* What is the max delivery time to location in days?

***{{Question74}}***

* What % of outbound movement is pulled by Serialized vs. Non serialized:

***{{Question75}}***

* Does Customer product require temperature controlled transportation?

***{{Question76}}***

* Will there be specific labeling requirements for outbound orders?

***{{Question77}}***

* Will Premier be required to overpack (i.e. consolidate multiple items in larger box), if multiple items are ordered by a Customer? Or will Customer/End-Customer receive new equipment in original boxes packaged separately? Provide an explanation of expectations.

***{{Question78}}***

* Will specific boxes with logos be required? If yes, will Customer/End-Customer supply such boxes to Premier?

***{{Question79}}***

* What is the desired shipping cycle? Be specific.

***{{Question80}}***

**Basic Outbound Order Information**

* How will Premier receive orders? At what point can an order be processed? Is there any additional paperwork required with orders? i.e. packing slips, order documents?

***{{Question81}}***

What is the cycle time expectation? i.e. order receipt cutoff for shipping (same day?) and will orders that are placed by Customer overnight be sent to Premier in a batch of orders at 8:00 a.m. ? If so, how many batches?

***{{Question82}}***

* If Premier is shipping multiple units to the same client, will Premier ship out in original boxes or do we overpack when possible or use multiple boxes/containers? If overpack or multiple boxes, who will provide the boxes - Premier, Customer, End-Customer?

***{{Question83}}***

* What are the parameters of order cancellation? i.e. At what point can the order be cancelled?

***{{Question84}}***

* Are there any special packaging requirements that need to be considered.

***{{Question85}}***

* Average weight per order:

***{{Question86}}***

* Average number of lines per order:

***{{Question87}}***

* Number of Sku's per order:

***{{Question88}}***

* Number of cases per order:

***{{Question89}}***

* How will orders be sent:

***{{Question90}}***

* Will Customer use Premier's order template to place orders?

***{{Question91}}***

* Chemical Criteria

***{{Question92}}***

* Description of product:

***{{Question93}}***

* Special Handling Requirements:

***{{Question94}}***

* Special Shipping Requirements:

***{{Question95}}***

* Other Special Considerations:

***{{Question96}}***

* City:

***{{Question97}}***

* State:

***{{Question98}}***

**Setup and Systems**

* Is the Serial/Lot number requirement a front end requirement for some or all skus?

***{{Question99}}***

Can SKU’s that are Serial/Lot number on receipt be different than SKU(s) with Serial/Lot number on ship?

***{{Question100}}***

* Are the Serial/Lot numbers scannable?

***{{Question101}}***

* What is the Serial/Lot number format?

***{{Question102}}***

* When utilizing ecommerce business, is there a requirement to track available inventory? alert end customers of items shipped? and provide tracking information? How will this information be exchanged?

***{{Question103}}***

* What type of remote visibility or data is needed? Inventory, kits, shipments, tracking?

***{{Question104}}***

* How many interfaces are required, and what are the interfaces?  (Interfaces are defined as files exchanged between Customer's system and Premier's).

***{{Question105}}***

* Are specs and sample files available for all interfaces?

***{{Question106}}***

* Does Customer need any customized reporting?

***{{Question107}}***

* Is UPS / FedEx integration needed?

***{{Question108}}***

* Will Premier be required to maintain limited liability insurance for loss while in storage?

***{{Question109}}***

**Customer Service**

* How will returns be processed?

***{{Question110}}***

* Most ecommerce business has Customer service support for order status, returns, etc. Who will provide Customer service to Customer/ End-Customer users?

***{{Question111}}***

**Forward and Reverse Questionaire**

**Basic Customer Information**

* Company: ***{{Question112}}***
* Mailing Address: ***{{Question113}}***
* Location Address: ***{{Question114}}***
* City: ***{{Question115}}***
* State: ***{{Question116}}***
* Zip: ***{{Question117}}***
* Primary Contact/Title: ***{{Question118}}***
* Phone: ***{{Question119}}***
* Extension: ***{{Question120}}***
* Email: ***{{Question121}}***
* Web Address: ***{{Question122}}***
* Anticipated Start-Up Date: ***{{Question123}}***
* How did you hear about us: ***{{Question124}}***

**Logistics**

Please see the 3PL section

**Prospecting Questions**

* Please indicate which category your company fall under:

***{{Question125}}***

* Description of your products:

***{{Question126}}***

* Does Customer currently have a team that supports after-sales and end users' returns?

***{{Question127}}***

* How do you support after-sales activities for in-warranty & out-of-warranty returns, same unit repair? Please attach process flow charts if available.

***{{Question128}}***

* Who issues the RMA to initiate the returns? Do you need Premier's return portal to initiate, process, and manage returns from end users?

***{{Question129}}***

* Do you have ASC (authorized service center) or PSC (private service center) program in place for your repair program?

***{{Question130}}***

* How are you capturing returns data and analyze to reduce such returns and/or minimize the return cost?

***{{Question131}}***

* What is your biggest challenges and pain points currently?

***{{Question132}}***

* Does Customer support SUR (same unit repair) and bulk repair for in-warranty and out of warranty?

***{{Question133}}***

* What % of Customer total revenue was spent on reverse logistics last year?

***{{Question134}}***

* Is there any CPR (Cost Per Repair) reduction program in place (i.e. cosmetic parts reclamation, parts harvesting, display buff & polish)?

***{{Question135}}***

* Do you see a benefit if there were a system and data set related to your reverse logistics that were standardized across your company and divisions? In relation to this question, what is your current reporting requirements?

***{{Question136}}***

* Which area in your reverse logistics process do you think needs improvements?

***{{Question137}}***

* Who in your organization would be primarily involved in doing cost analysis and deciding to discuss some options to achieve cost savings and implementation of necessary changes in current reverse logistics process?

***{{Question138}}***

* What level of repair service are you authorizing your service provider?

***{{Question139}}***

* What is monthly volume?

***{{Question140}}***

* Who is responsible for delivery from the service provider to the customer?

***{{Question141}}***

**Returns Management /Test Triage**

* At the time of receiving returns, what information is captured for return analysis?

***{{Question142}}***

* How does Premier get ASN (i.e. API, EDI, email, etc.)? Will system integration be needed?

***{{Question143}}***

* Are those returns from the field individually or store level or from collection point? Parcel or bulk?

***{{Question144}}***

* How many handling points does a returned device pass through until it gets to Product Return Center?

***{{Question145}}***

* What data is captured upon receipt of such returns?

***{{Question146}}***

* Do you provide a program to adjudicate In & Out of Warranty status?

***{{Question147}}***

* How do you determine repairable and non-repairable, and at which point of process?

***{{Question148}}***

* Thresholds on parts and labor leading to BER:

***{{Question149}}***

* What is the exceptions process such OSD at receiving (overage, shortage, damaged)?

***{{Question150}}***

* Is Customer EDI capable or flat file via API for such data traffic?

***{{Question151}}***

* Does service provider work with 3rd party call center to manage RMA and reconcile RMA? Do you expect service provider to work with end-user directly?

***{{Question152}}***

* Do you allow using 3rd party diagnostic program for functional test? Or Does your device have in-device diagnostic tool?

***{{Question153}}***

**Repair/Production**

* What level of repair do you allow your service provider to perform?

***{{Question154}}***

* Do you allow your service provider to harvest core parts from BERs and Scraps?

***{{Question155}}***

* Please provide definition of repair levels in detail.

***{{Question156}}***

* How do you provide repair parts to service provider, consignment or purchase?

***{{Question157}}***

* What is your current lead time for repair parts?

***{{Question158}}***

* What is your expected yield rate from the total return?

***{{Question159}}***

* Do you provide enough seedstock when yield rate is lower than the requirements resulted from higher L3, RTM, BER?

***{{Question160}}***

* What is your KPI such as TAT, bounce rate, yield rate, quality and what are the exceptions for each one of them?

***{{Question161}}***

* Please provide your repair process flow chart by different repair level. Also, provide us with general time study for each repair level including SW update & testing.
* Please provide your scrap process for defective device, PCBA, parts.
* Please provide repair BOM, SLA, and Service manual
* Please provide device and PCBA swap process
* Do you require multiple testing if a device fails at functional test such as RF test at first? If so, what is the requirements of maximum number of time?

***{{Question162}}***

* Do you need supports on EWP, DOA, FAI? If so, please provide the process flow charts:

***{{Question163}}***

* What are your reporting requirements?

***{{Question164}}***

**Life Cycle services**

**LCH/LCS Services Scope and Questions**

* What is the OEM and model of the devices that will be supported?

***{{Question165}}***

* How many locations will be supported?

***{{Question166}}***

* Where are the locations?

***{{Question167}}***

* What is the estimated volume of seedstock on hand at all times to support monthly ticket volumes?

***{{Question168}}***

* Laptop qty?

***{{Question169}}***

* Desktop qty?

***{{Question170}}***

* Docking Stations Qty?

***{{Question171}}***

* Monitors (denote if different sizes per the above)

***{{Question172}}***

* K/M

***{{Question173}}***

**Service Communication**

* Will communication be done through e-mail distribution, or ticketing system integration to requests event type fulfillment?

***{{Question174}}***

* What hours will services be performed?

***{{Question175}}***

**SLAs**

* What is the SLA for tickets received to shipped out? (per event type)

***{{Question176}}***

* What percent of tickets will be urgent, same day requests?

***{{Question177}}***

* What is the preferred cutoff time for same day and next day requests?

***{{Question178}}***

**Kitting**

* Does Premier need to perform kitting services or only perform order consolidation (i.e., Premier only sets up equipment that has specifically been requested)?

***{{Question179}}***

* What are the items that will need to be kitted with system?

***{{Question180}}***

* Does Premier need to include a ground return shipping label in the box for any assets to be sent back to Premier?

***{{Question181}}***

* What event types require kitting services?

***{{Question182}}***

* If so, will Premier need to report against this return tracking number?

***{{Question183}}***

**Configuration**

* What imaging solution will be utilized for the configuration of devices?

***{{Question184}}***

* If using a connected solution, what hardware will be stored at Premier?

***{{Question185}}***

* What is the expected touch time to deploy the image?

***{{Question186}}***

* What is the expected bench time to deploy the image?

***{{Question187}}***

* Are any BIOS Settings required?

***{{Question188}}***

**Wipe and Disposal**

* What even types require a hard drive wipe for a returned asset?

***{{Question189}}***

* What are the data wipe requirements? (i.e. 3 pass, 7 pass, NIST compliant)

***{{Question190}}***

* Is an individual COD required for each HD wipe?

***{{Question191}}***

* How long do COD's need to be retained?

***{{Question192}}***

* Will HD wipes be required as a one of line item, or blended into event rates?

***{{Question193}}***

* Are disposal services required?

***{{Question194}}***

* Will disposal be managed through Premier, or Customer provider?

***{{Question195}}***

**Asset Tagging**

* What event types require asset tagging services?

***{{Question196}}***

* Are asset tags Premier, or customer provided?

***{{Question197}}***

* What is the approximate size and color of the asset tag?

***{{Question198}}***

* Are asset tags serial number specific?

***{{Question199}}***

* How are damaged asset tags handled when returned back to Premier?

***{{Question200}}***

* How many asset tags per system?

***{{Question201}}***

* Will asset tag values need to be reported to end user?

***{{Question202}}***

**ONB - (On Boarding)**

* Tickets per month - ?

***{{Question203}}***

* Assets included in an ONB and qty

***{{Question204}}***

* System OEM/Model – Qty?

***{{Question205}}***

* Monitor OEM/Model – Qty?

***{{Question206}}***

* Peripherals OEM/Model – Qty?

***{{Question207}}***

**OFB (Off-Boarding) /Leaver**

* Tickets month - ?

***{{Question208}}***

* Assets included in an OFB and qty

***{{Question209}}***

* System OEM/Model – Qty?

***{{Question210}}***

* Monitor OEM/Model – Qty?

***{{Question211}}***

* Peripherals OEM/Model – Qty?

***{{Question212}}***

* Will Premier need to send boxing material to end user to return to depot?

***{{Question213}}***

* Should Premier assume all systems are under warranty and in good working order? If not, what is disposition/repair process?

***{{Question214}}***

* If not under warranty. will be a non-warranty repair be a one-off process – use an hourly rate in 30 min intervals for support/service; Premier will need value thresholds for repairing OOW

***{{Question215}}***

**AE (Advanced Exchange/Break Fix)**

* Tickets per month - ?

***{{Question216}}***

* Assets included in an AE/BF and qty

***{{Question217}}***

* System OEM/Model – Qty?

***{{Question218}}***

* Monitor OEM/Model – Qty?

***{{Question219}}***

* Peripherals OEM/Model – Qty?

***{{Question220}}***

* Assuming assets under warranty? If No, more details?

***{{Question221}}***

* Will packing material need to be provided, or will customer use OEM packaging provided with the replacement unit?

***{{Question222}}***

* Will all units still be under warranty?

***{{Question223}}***

* Will Premier, OEM, or Customer handle repair of the unit?

***{{Question224}}***

* How much warranty must be left on a returned asset to be eligible to be moved to ready stock?

***{{Question225}}***

**Upgrade/Refresh**

* Tickets per month - ?

***{{Question226}}***

* Assets included in an Upgrade

***{{Question227}}***

* System OEM/Model – Qty?

***{{Question228}}***

* Monitor OEM/Model – Qty?

***{{Question229}}***

* Peripherals OEM/Model – Qty?

***{{Question230}}***

* Will refreshed devices be returned to Premier?

***{{Question231}}***

* If so, what items will be included in the return?

***{{Question232}}***

* Will Premier need to send boxing material to end user to return to depot?

***{{Question233}}***

* How will the Customer provide Premier returned asset information prior to arrival at Premier's warehouse?

***{{Question234}}***

* What is your refresh cycle: (i.e., 3 years, 4 years etc.)

***{{Question235}}***

* Will any bulk refreshed be performed? (i.e. groups of units sent to distribution centers)

***{{Question236}}***

**Shipping**

* Are any Customer or End-Customer locations OCONUS (defined as locations outside the continental US). If yes. what percentage of total systems are in OCONUS sites? or Provide the number of \_OCONUS systems. Provide specific address and quantities per site.

***{{Question237}}***

* Office locations; specify the number of site and ship-to addresses

***{{Question238}}***

* End user locations; specify the number of site and ship-to addresses

***{{Question239}}***

* Will Premier use Reseller, Customer, or own shipping account?

***{{Question240}}***

* What is the expected service level for shipping by event type?

***{{Question241}}***

* What is expected daily shipment qty?

***{{Question242}}***

* How will the Customer provide Premier returned asset information prior to arrival at Premier?

***{{Question243}}***

**Contract Term & Pricing**

* What are the contract terms?

***{{Question244}}***

* Include a T&M rate table for Out of Warranty (OOW) repair services
* Will shipping costs be handled by customer or partner account?

***{{Question245}}***

* Will setup fees be billed in a single up front fee, or blended into the event fees?

***{{Question246}}***

**Tech Configuration Services**

**Basic Customer Information-**

* Customer Name: ***{{Question247}}***
* Partner: ***{{Question248}}***
* Mailing Address: ***{{Question249}}***
* Location Address: ***{{Question250}}***
* City: ***{{Question251}}***
* State: ***{{Question252}}***
* Zip: ***{{Question253}}***
* Deal ID: ***{{Question254}}***
* Customer Segment: ***{{Question255}}***
* Expected inbound order volume (# of ASN uploads): ***{{Question256}}***
* Expected outbound shipment volume (# of shipment uploads): ***{{Question257}}***
* Where are we configuring systems? ***{{Question258}}***
* Are we deploying systems at Customer site(s)? ***{{Question259}}***
* Will receive equipment at our warehouse? ***{{Question260}}***

**Shipping Information-**

* Do we need to ship equipment to customer?

***{{Question261}}***

* Are we able to utilize Dell/Customer shipping account?

***{{Question262}}***

* What % of shipments will be FTL?

***{{Question263}}***

* What % of shipments will be LTL?

***{{Question264}}***

* What % of shipments will be Parcel?

***{{Question265}}***

* Are there any Special Delivery Requirements?

***{{Question266}}***

* Are any locations OCONUS (defined as outside the continental US)? What percentage of systems will ship to OCONUS sites, if any? Provide specific address and quantities per site.

***{{Question267}}***

* How many CONUS locations will we be shipping to, how many shipments and qty per shipment, and physical address of each site?

***{{Question268}}***

* Are there any special circumstances Premier needs to be aware of at the individual sites (i.e. no elevators, no carts allowed in bldg., etc.)?

***{{Question269}}***

* Are there any special packaging, or pallet preparation requirements?

***{{Question270}}***

* Are there are height or capacity restrictions for delivery sites?

***{{Question271}}***

**Warehouse Information-**

* What systems (models) & qty of each item will we be receiving?

***{{Question272}}***

* What monitors (models) & qty of each item will we be receiving?

***{{Question273}}***

* What peripherals & qty of each item will we be receiving?

***{{Question274}}***

* How many months will we need to warehouse the equipment?

***{{Question275}}***

* Any special warehouse requirements?

***{{Question276}}***

* Will we receive any laptop/Chromebook carts?

***{{Question277}}***

* If so, do the carts need to be pre-wired?

***{{Question278}}***

**Asset Tag Information-**

* Will the new system and/or peripherals need to be asset tagged?

***{{Question279}}***

* If so, who will provide the asset tags?

***{{Question280}}***

* What size do the asset tags need to be? (1.5"x3" and 2"x1" are standard)

***{{Question281}}***

* How many asset tags per system?

***{{Question282}}***

* What color text is preferred? (Anything other than black is a significant upcharge)

***{{Question283}}***

* What color tag is preferred? (Silver and white mylar are standard)

***{{Question284}}***

**Box Label Information-**

* Will the new system and/or peripherals need to be box labeled?

***{{Question285}}***

* If so, who will provide the labels?

***{{Question286}}***

* What size do the box labels need to be? (1.5"x3" and 4"x4" are standard)

***{{Question287}}***

* How many box labels per system?

***{{Question288}}***

* What color text is preferred? (Anything other than black is a significant upcharge)

***{{Question289}}***

* What color tag is preferred? (white paper is standard)

***{{Question290}}***

**Kitting and Overpack-**

* Are kitting or overpack services required?

***{{Question291}}***

* If so, what items will be kitted/overpacked?

***{{Question292}}***

* Will there be standard defined kits? If so, how many?

***{{Question293}}***

* If not, how will kits be defined?

***{{Question294}}***

* Does the shipped asset report need to report what is physically in each kit? (Master Carton reporting vs generic asset report)

***{{Question295}}***

* Is any special labeling required for the kits? If so, please fill out box label portion as well.

***{{Question296}}***

**Miscellaneous-**

* Is MAC address capture required?

***{{Question297}}***

* Are multipack services required?

***{{Question298}}***

* If so, what models and how many per box is requested?

***{{Question299}}***

**BIOS Updates-**

* Will any BIOS changes be required?

***{{Question300}}***

* If so, what are they?

***{{Question301}}***

* Are they different per model?

***{{Question302}}***

* Does the BIOS firmware need to be updated?

***{{Question303}}***

* Does the asset tag value need to be added to the BIOS?

***{{Question304}}***

**Chromebook Enrollment-**

* Are Chromebook enrollment services required?

***{{Question305}}***

* How many environments will we be enrolling to?

***{{Question306}}***

* Will OU group moves be required?

***{{Question307}}***

* Will the asset tag need to be added to the admin console?

***{{Question308}}***

* Will devices need to be shipped by OU? (palletized for LTL/FTL or delivery)

***{{Question309}}***

**Static Image-**

* If Premier will be using Customer/OEM imaging process, a). how many minutes does it take to image each system ? b). how many systems can we image concurrently?

***{{Question310}}***

* How many different images are there?

***{{Question311}}***

* How large are the images?

***{{Question312}}***

* Will the image be in a sealed state once the image has been properly deployed?

***{{Question313}}***

* Are there any post-image steps required? If so, what is total touch time?

***{{Question314}}***

* How often are updates to the image(s) made?

***{{Question315}}***

**Connected Configuration-**

* Are any security clearances or background checks required for access? If so, what are they?

***{{Question316}}***

* How will DP updates be communicated to Premier team?

***{{Question317}}***

* If Premier will be using Customer/OEM imaging process, a). how many minutes does it take to image each system ? b). how many systems can we image concurrently?

***{{Question318}}***

* How many different images are there?

***{{Question319}}***

* How large are the images?

***{{Question320}}***

* Will the image be in a sealed state once the image has been properly deployed?

***{{Question321}}***

* Are there any post-image steps required? If so, what is total touch time?

***{{Question322}}***

* What portion of image deployment are pulled over VPN vs local DP?

***{{Question323}}***

* How many task sequences will the local DP store?

***{{Question324}}***

* How many input prompts are there for task sequence kick off? What are they?

***{{Question325}}***

* Will Premier need to provide DP hardware?

***{{Question326}}***

* Can Premier run the VPN through Premier's established Firewall, or will Customer provide firewall/switches?

***{{Question327}}***

* What are the security requirements for the DP and/or network?

***{{Question328}}***

* How is the task sequence applied i.e. MDT/SCCM?

***{{Question329}}***

* How long does task sequence deployment take?

***{{Question330}}***

* How will software be deployed for specific end users?

***{{Question331}}***

**Autopilot Provisioning-**

* Will a bloat free image need to be applied?

***{{Question332}}***

* Will Premier need to capture the hash values?

***{{Question333}}***

* Will Premier need to upload the hash values?

***{{Question334}}***

* If hash is to be uploaded into Customer's management system, will Customer supply Premier necessary enablement?

***{{Question335}}***

* Will Premier need to pull down the provisioning package?

***{{Question336}}***

* Once the provisioning package has been pulled down, are there any additional steps required?

***{{Question337}}***

**On Site Deployment Services-**

* Will the new systems already be imaged, or will they need to be imaged by Premier prior to deployment?

***{{Question338}}***

* If equipment needs to be imaged, will the equipment be imaged on-site or does the Customer need new systems imaged prior to the delivery (i.e. at Premier's warehouse)?

***{{Question339}}***

* If Premier will be imaging on-site, will Premier be using Customer imaging process or will Premier need to supply a mobile imaging solution?

***{{Question340}}***

* If yes and Customer will be shipping legacy systems back to Premier, will Premier need to remove the hard drives, wipe the hard drives from the legacy systems as part of process? If so, where does Premier send the pulled hard drives?

***{{Question341}}***

* Will the legacy systems be Recycled, picked up by leasing company? Other?

***{{Question342}}***

* Will Customer/End-Customer utilize its own shipping account, or will Customer/End-Customer require Premier to ship returned equipment?

***{{Question343}}***

* How many new systems will be deployed?

***{{Question344}}***

* What type of systems and models will be deployed (i.e. desktops, laptops, tablets, etc.)?

***{{Question345}}***

* Will there be monitors included with these systems? If yes, what is the size/sizes of monitors to be deployed?

***{{Question346}}***

* Will Premier need to connect any additional peripherals or accessories (keyboard, mouse, camera, sound bar, fingerprint reader, etc.)?

***{{Question347}}***

* Will some machines have multiple monitors?

***{{Question348}}***

* If so, are there monitor arms/mounts, or is the standard monitor base used to sit on desk?

***{{Question349}}***

* How will systems with multiple monitor setups be identified?

***{{Question350}}***

* Will cable management be required?

***{{Question351}}***

1. If so, is there a preference to Velcro versus Zip Ties?

***{{Question352}}***

1. Color Preference?

***{{Question353}}***

* How many different locations will receive deployed new system? Provide specific deployment addresses?

***{{Question354}}***

* How many systems per site?

***{{Question355}}***

* Will a site map of the location be available for our lead technician?

***{{Question356}}***

* Will Customer/End-Customer provide a list/map prior to deployment detailing the new system locations with each deployment site?

***{{Question357}}***

* Will the new systems already be located in a central storage room within the deployment building, or does Premier require warehousing and delivery? If delivery, how many days prior to onsite Services can systems be delivered?

***{{Question358}}***

* Are there any special circumstances Premier needs to be aware of at the individual sites (i.e. no elevators, no carts allowed in bldg., etc.)?

***{{Question359}}***

* Will deployment be completed during standard M-F workdays?

***{{Question360}}***

* What are the hours Premier will be able to deploy?

***{{Question361}}***

* Will all assets be deployed concurrent and continuous, once begun, or staggered? Explain requirements.

***{{Question362}}***

* If Premier needs to deliver the systems to the deployment locations, does each location have a loading dock, or will Customer/End-Customer's delivery require a truck with a lift-gate? or a special sized truck?

***{{Question363}}***

* Will Premier be able to move pallets through the deployment locations?

***{{Question364}}***

* Will Customer provide a secured area within the deployment locations as a staging area?

***{{Question365}}***

* Will Premier be able to use Customer carts to transport the systems from the staging area to the final destination within the deployment locations, or will Premier be required to supply carts? If floor-covering protection is required, will Customer/End-Customer Premier such floor-covering, or is Premier required to supply floor-covering?

***{{Question366}}***

* Will Premier be allowed unlimited access to freight or building elevators in the event of multiple level deployment?

***{{Question367}}***

* Will de-installation the legacy systems be required?

***{{Question368}}***

* If so, where will the legacy systems be removed too?

***{{Question369}}***

* Will Premier need to remove the hard drives from the legacy systems as part of the de-installation process?

***{{Question370}}***

* Does Customer require data transfer or data migration for new systems? If data is to be transferred, will Customer/End-User require users to put all of files to be transferred in a desktop folder labelled My Documents prior to Services?

***{{Question371}}***

* Does Customer/End-Customer have a process currently in use to perform data migrations? If so, what is the process currently in use?

***{{Question372}}***

* Will Premier need to transfer data from the legacy systems to the new systems?

***{{Question373}}***

* If so, can we use your network to transfer data, or can Premier transfer directly from system to system?

***{{Question374}}***

* What is the average amount of data to be migrated or transferred?

***{{Question375}}***

* What needs to be transferred - profiles, bookmarks, data?

***{{Question376}}***

* What is not to be transferred - pics, music?

***{{Question377}}***

* Will Premier be able to use the Customer/End-Customer dumpsters at each location to dispose of the trash (within deployment building or within a maximum of 50 ft from deployment site, or does Customer require Premier to remove deployment trash from the location? If Premier is required to remove, will Customer provide a location onsite for temporary storage, so deployment trash can temporarily be accumulated onsite?

***{{Question378}}***

* What reporting data will Customer require for this deployment project (i.e. serial # of system, serial # of monitor, floor #, room #, etc.)? What frequency will Customer require deployment reporting?

***{{Question379}}***

**Staff Augmentation-**

* What level of technician is required?

***{{Question380}}***

* What will their primary responsibilities be?

***{{Question381}}***

* Any certifications required?

***{{Question382}}***

* What background checks are required?

***{{Question383}}***

* What is the duration of the staff augmentation?

***{{Question384}}***

* How many resources are needed?

***{{Question385}}***

* Will travel be required?

***{{Question386}}***

* How will expenses for mileage, parking, etc. be billed to the customer?

***{{Question387}}***