# AutoPilot Pre-Provisioning for Surface

This document is intended to create clarification on the AutoPilot White Glove process for Surface devices that are planned to use in commercial customers.

Diagram

Description automatically generated

Details of the process is as follows:

**Step 1:** Applications, configuration profiles and restriction profiles are to be created in customer tenant. Configuration should be done in the organizations production tenant since it will contain the user, device and configuration details. A personnel can do the configuration with the guidance from Microsoft FastTrack Center, a Customer Engineer can be engaged; or a Partner can be assigned to make the configuration needed.

**Step 2:** Surface device partner will initiate a reseller relationship request with the customer through email (2a). After customer validates this relationship (2b), Surface device partner will be able to register devices to customers Azure AD. (2c.)

**Step 3:** Surface devices will be shipped to a designated “Imaging Factory” for executing pre-provisioning scenario by a selected White Glove partner.

**Step 4:** White glove partner will do the pre-provisioning of devices with the configuration from customer tenant. There will be Caching servers to host the content once it begins to flow. Those caching servers will be able to host Windows Update data as well as Application binaries.

**Step 5:** White glove partner will reseal the devices after a successful pre-provisioning and ship them to employees.

**Step 6:** Employees will get the devices, unbox them and sign-in with their credentials. During sign-in; only user related configurations will take place such as creating email profiles and OneDrive sync profiles etc.