IT Buyer's Roadmap

Your job isn't to just get the lowest prices and best terms on multi-vendor IT solutions. It's to invest in a value-added reseller that helps get these solutions from the manufacturer into production at your data centers in the smoothest, most affordable way.

WAY More Than Just "Making a Purchase"

PHASE 1

PURCHASE

Key Considerations:
- Dedicated Support
- Global Shipping
- Flexible Payment Terms

Questions to ask during this phase:

What's the SLA for quote turnaround?

How can we best meet supplier diversity requirements?

Will payment terms be flexible to our needs?

Will we get dedicated support for quotes, order tracking and account maintenance?

If it's a reseller, what level of partnership are they with the manufacturer?

Can we fulfill products anywhere around the globe?

If we're shipping internationally, how will we handle customs, taxes and duties?

Who's managing vendors throughout the shipping process for us?

PHASE 2

INTEGRATE AND CONFIGURE

Key Considerations:
- Size and complexity of roll-out
- Engineering resources that scale up and down
- Facility to test, configure and repackage multi-vendor solutions

Questions to ask during this phase:

Do we need a secure facility to test, configure and repackage our solutions?

Do we have the workforce to manage a large, complex rollout?

Does our workforce have the skill sets to integrate and configure multi-vendor solutions?

PHASE 3

IMPLEMENT

Key Considerations:
- Engineering resources that scale up and down
- DOA Support
- Deep Manufacturer Relationships

Questions to ask during this phase:

Do we have engineering resources available?

Are we prepared to support dead-on-arrival equipment?

Does our partner have the deep relationships with manufacturers to escalate service requests?

Will our systems be down?

PHASE 4

RENEW

Key Considerations:
- Monitor End-of-Service Life (EOSL)
- True-ups, Adds and Deletes
- Co-Terming Contracts

Questions to ask during this phase:

Do we have dedicated asset management resources?

Can we centralize asset data in a single platform?

Do we have proactive notifications of renewal dates?

Making the purchase is just part of your solution's journey from the manufacturer to your data center locations. As the IT buyer, you have the advantage of being on the front line. With the right VAR, you can help your organization overcome many of the roadblocks throughout the journey.

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CONTINENTAL RESOURCES

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